



# Exercises: Dispatcher & Responder Training

## Table of Contents

### **1. Exercises: Maps**

#### [1.1. Create Map Markers](#)

- Goal: Dispatchers will practice setting the default map view for their account as well as adding landmarks, zones and paths to their map

#### [1.2. Edit and Delete Map Markers](#)

- Goal: Dispatchers will practice editing and deleting landmarks, zones and paths on their map

#### [1.3. Search for Incident Locations](#)

- Goal: Dispatchers will practice using the Search Bar to find Incident Addresses as well as editing those addresses when the information is incorrect/incomplete

### **2. Exercises: Create Incident Alerts**

#### [2.1. Broadcast Alerts – Responder Type: Patient Transport](#)

- Goal: Dispatchers will practice creating Broadcast Alerts; Responders will practice responding to incident alerts and patient transport messages

#### [2.2. Broadcast Alerts – Responder Type: Response Only](#)

- Goal: Dispatchers will practice creating Broadcast Alerts; Responders will practice responding to incident alerts, excluding transport messages

#### [2.3. Assign Responders – Responder Type: Patient Transport](#)

- Goal: Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, including patient transport messages

#### [2.4. Assign Responders – Responder Type: Response Only](#)

- Goal: Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, excluding patient transport messages

### **3. Exercises: Manage An Active Incident**

#### [3.1. Create an Incident](#)

- Goal: Dispatchers will practice editing Incident Locations, providing additional information in the Incident Description, assigning one responder while broadcasting an alert to others

#### [3.2. Update the Incident Location](#)

- Goal: Dispatchers will practice communicating with Responders when they are unable to locate the incident and then updating the incident location after getting more information

#### [3.3. Assign Additional Resources](#)

- Goal: Dispatchers will practice communicating with Responders when additional resources are requested through the Incident Chat group

#### [3.4. Update a Responder's state](#)

- Goal: Dispatchers will practice updating a Responder's state when the Responder forgets to do it themselves



## Exercise Group 1: Maps

For Dispatchers only

Read more about Map Editing in the [Dispatcher Guide](#)

### 1. Exercises: Maps

#### 1.1. [Create Map Markers](#)

- Goal: Dispatchers will practice setting the default map view for their account as well as adding landmarks, zones and paths to their map

#### 1.2. [Edit and Delete Map Markers](#)

- Goal: Dispatchers will practice editing and deleting landmarks, zones and paths on their map

#### 1.3. [Search for Incident Locations](#)

- Goal: Dispatchers will practice using the Search Bar to find Incident Addresses as well as editing those addresses when the information is incorrect/incomplete





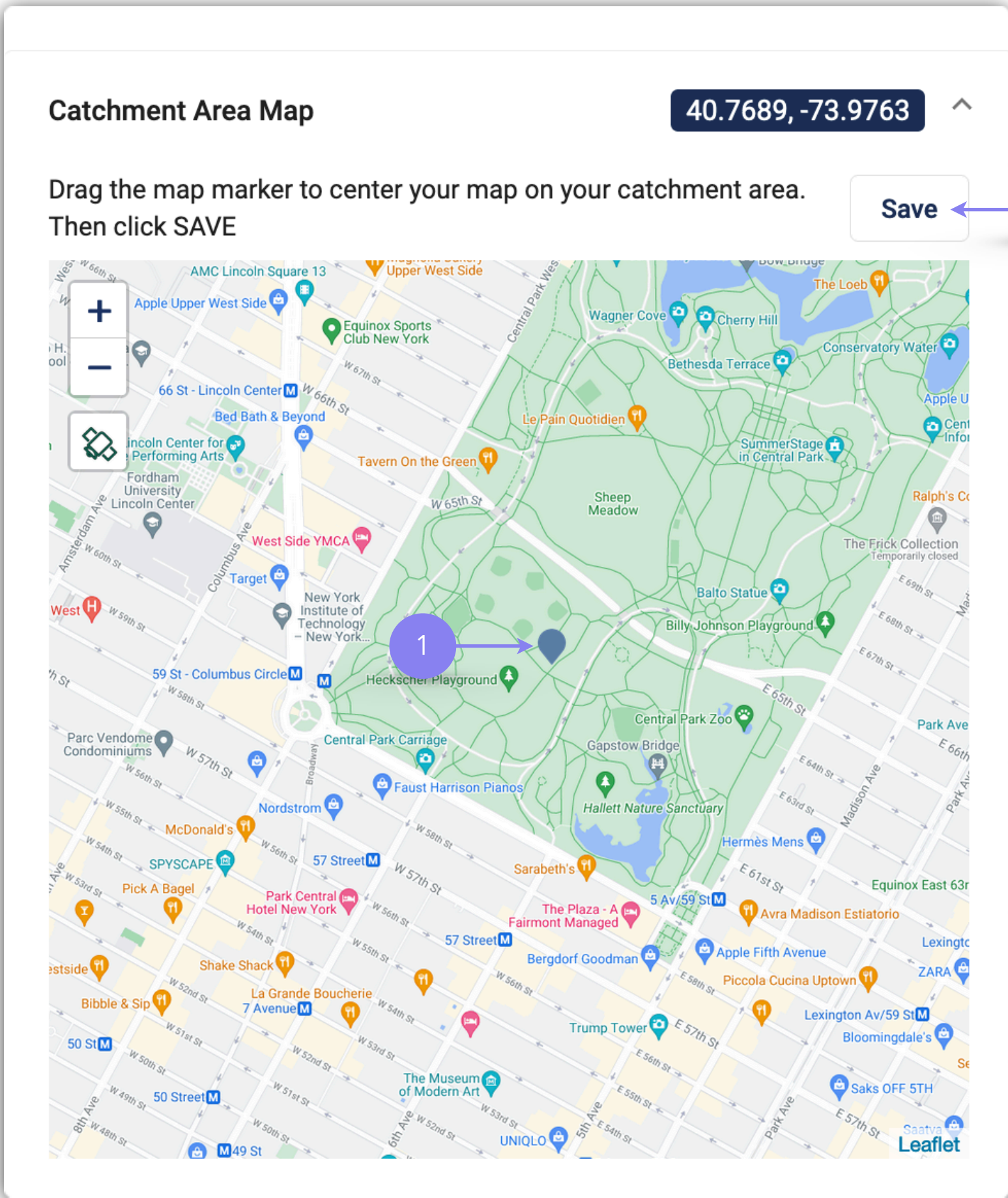
# Exercise 1.1: Create Map Markers

Exercise Group 1: Maps

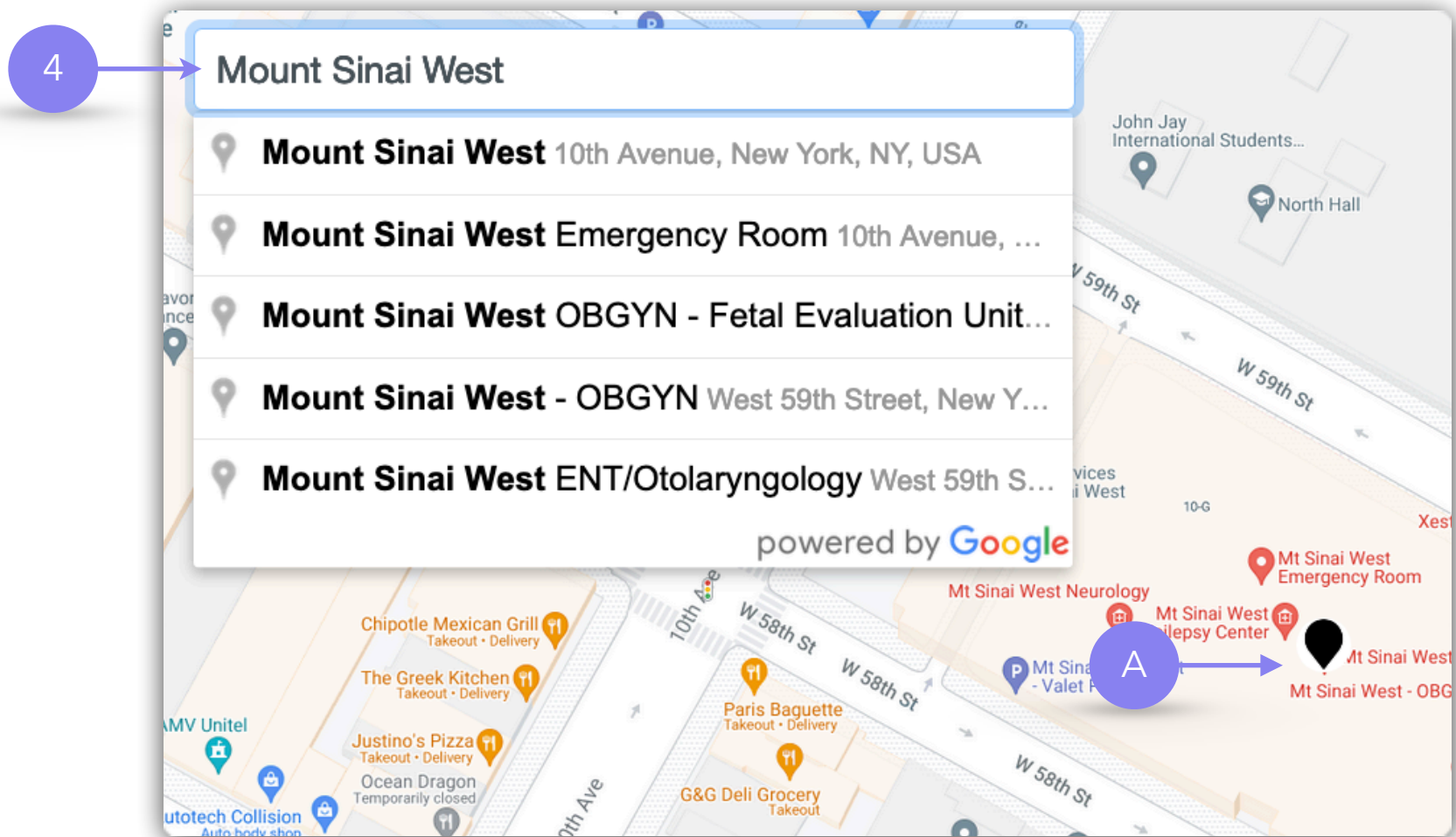
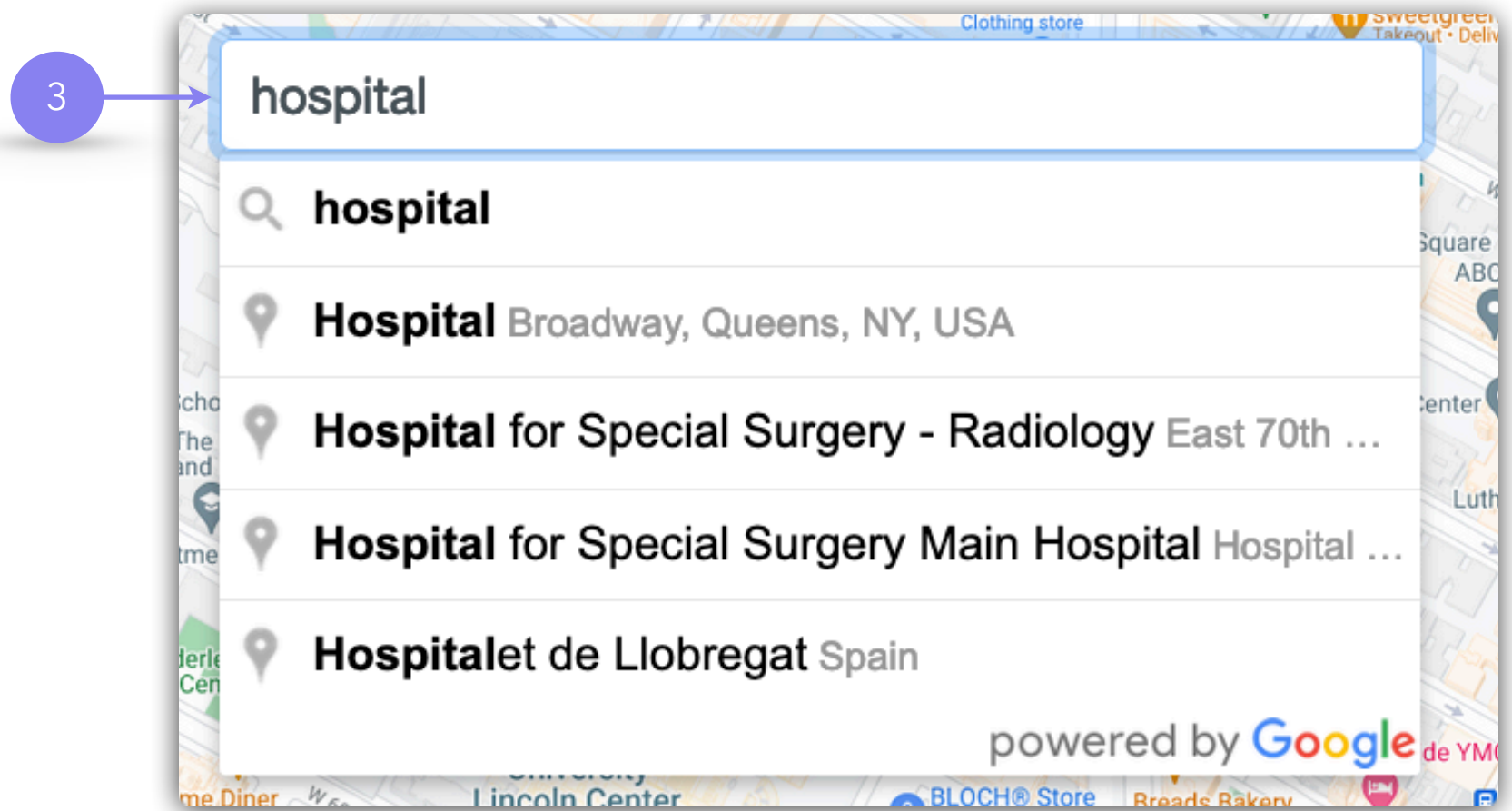
Read more about Map Editing in the [Dispatcher Guide](#)

## Part 1: Create Map Markers

- On the *Settings* page, set the **Catchment Area Map** to be centered on **Central Park, New York City**
  - The blue map marker indicates where your dashboard map will be centered; the zoom level will also be stored where you leave it
- Click **Save**



- Return to the Home Screen and enter the word “**hospital**” in the map **Search Bar**
  - The black map markers show the locations of all the hospitals within your current map view
- Next enter “**Mt. Sinai West Medical Center**” in the **Search Bar**
  - A. The black map marker indicates the location of the specific address



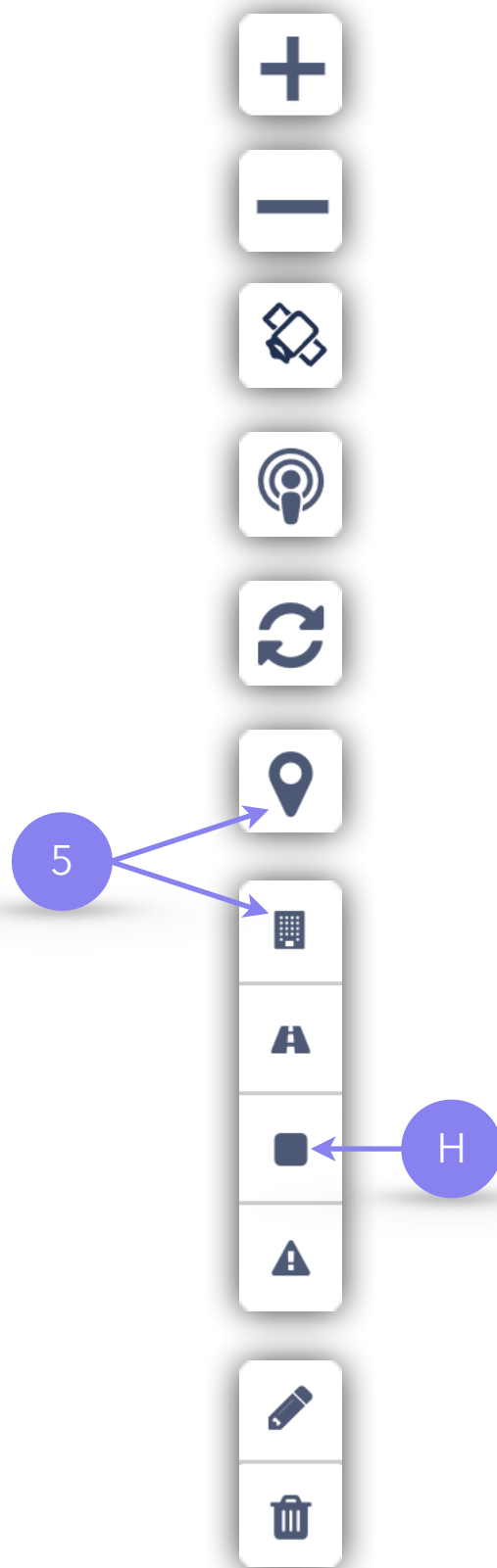
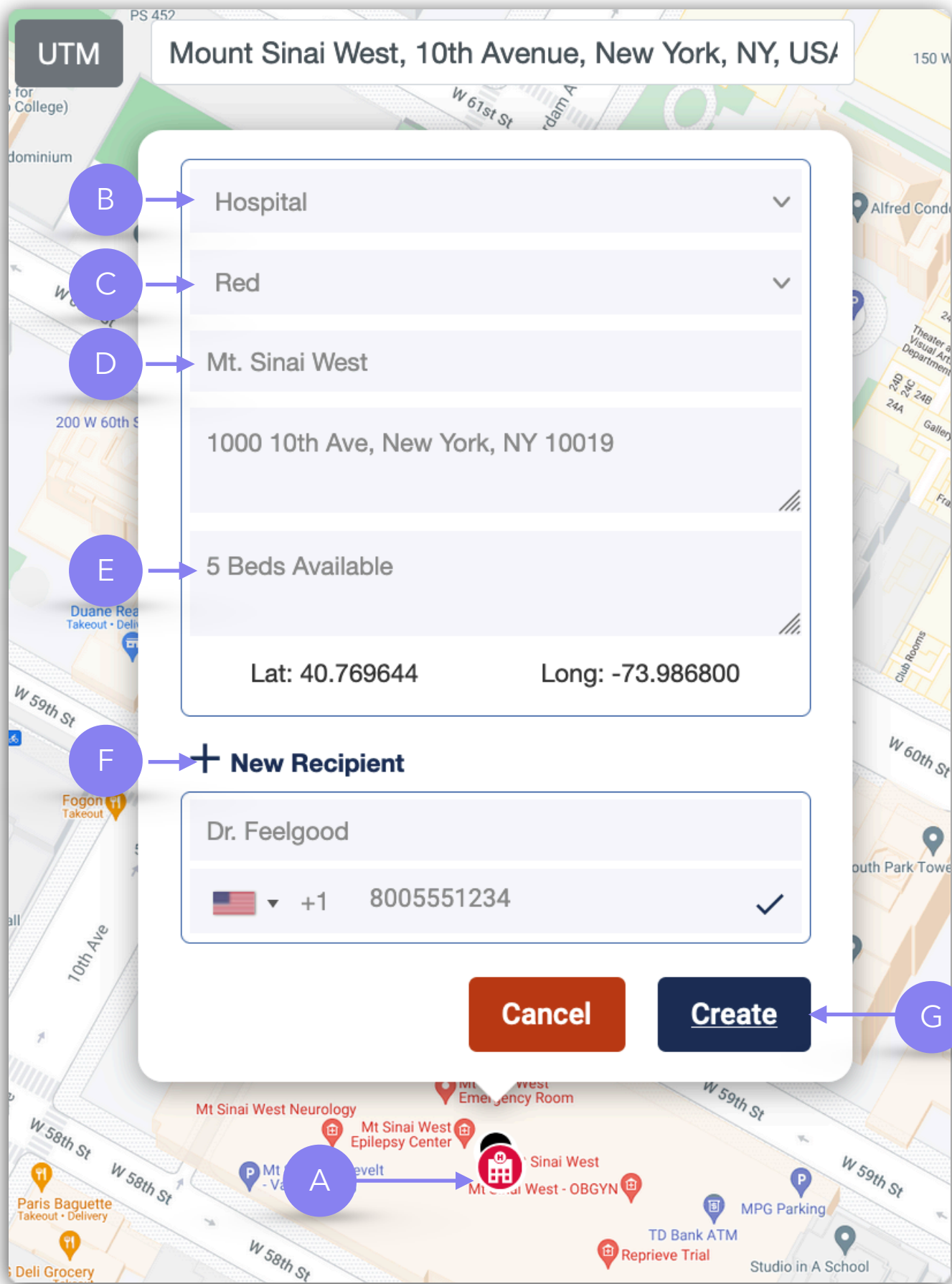




# Exercise 1.1: Create Map Markers

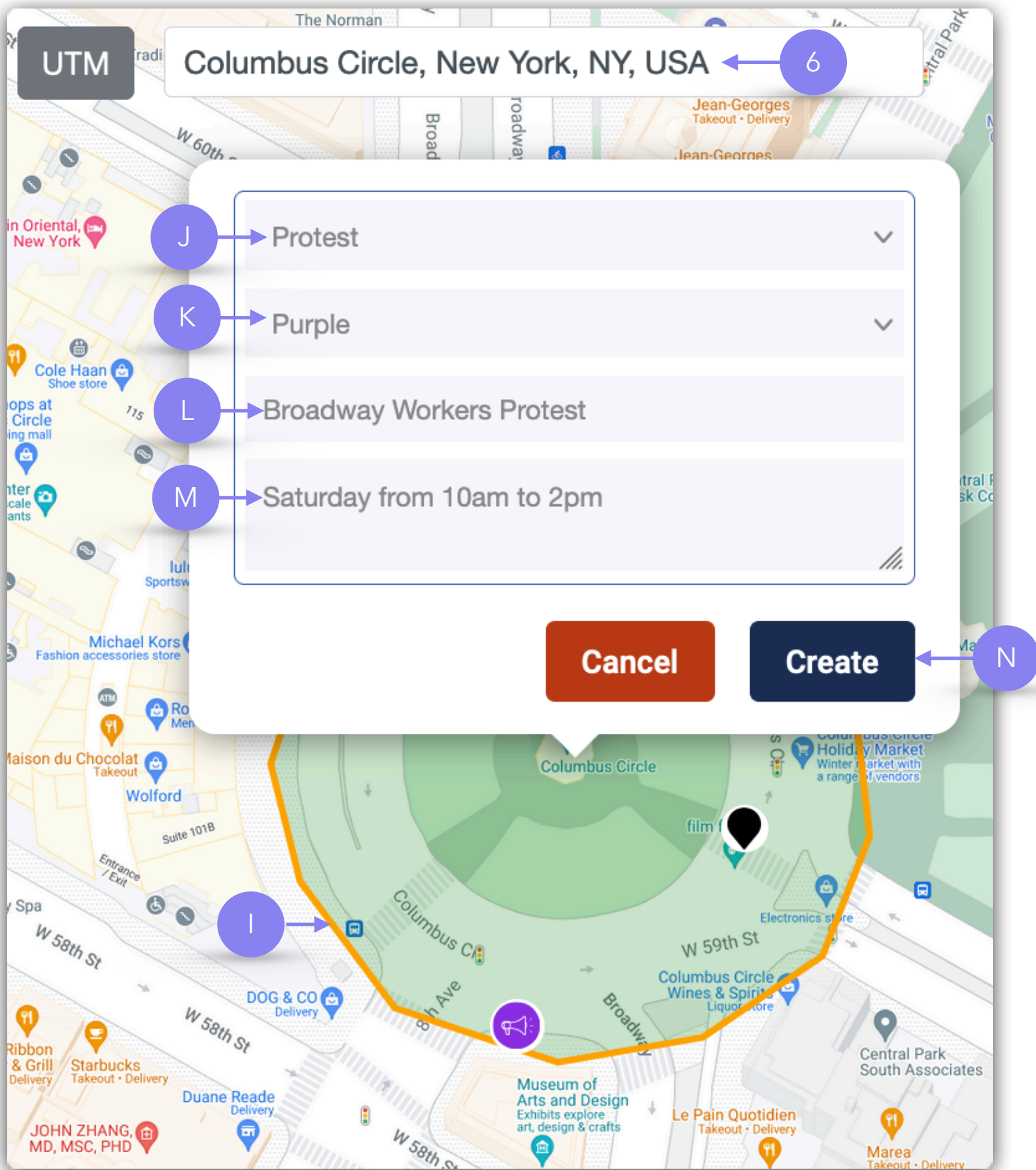
Exercise Group 1: Maps

- 5. Open the **Map Editing Toolbar** and click on the **Landmark icon**
  - A. Place a **Hospital Landmark\*** on Mt. Sinai West Medical Center
  - B. Click on the **"Select a type"** field and select **"Hospital"**
  - C. Select the color **Red**
  - D. Enter **"Mt. Sinai West"** in the **Name** section
  - E. Enter **"5 Beds Available"** in the **Comment** section
  - F. Adding a **New Recipient** determines who is sent an Arrival Notification when a patient or resource is delivered to this facility ([Read more here](#))
  - G. Click **Create**



Read more about Map Editing in the [Dispatcher Guide](#)

- 6. Use the Map Search Bar to find **Columbus Circle**
  - H. Open the **Map Editing Toolbar** and click on the **Zone icon**
  - I. **Draw a Zone** around Columbus Circle
  - J. Click on the **"Select a type"** field and select **"Protest"**
  - K. Select the color **Purple**
  - L. Enter **"Broadway Workers Protest"** in the **Label** section
  - M. Enter **"Saturday from 10am to 2pm"** in the **Comments** section
  - N. Click **Create**







# Exercise 1.1: Create Map Markers

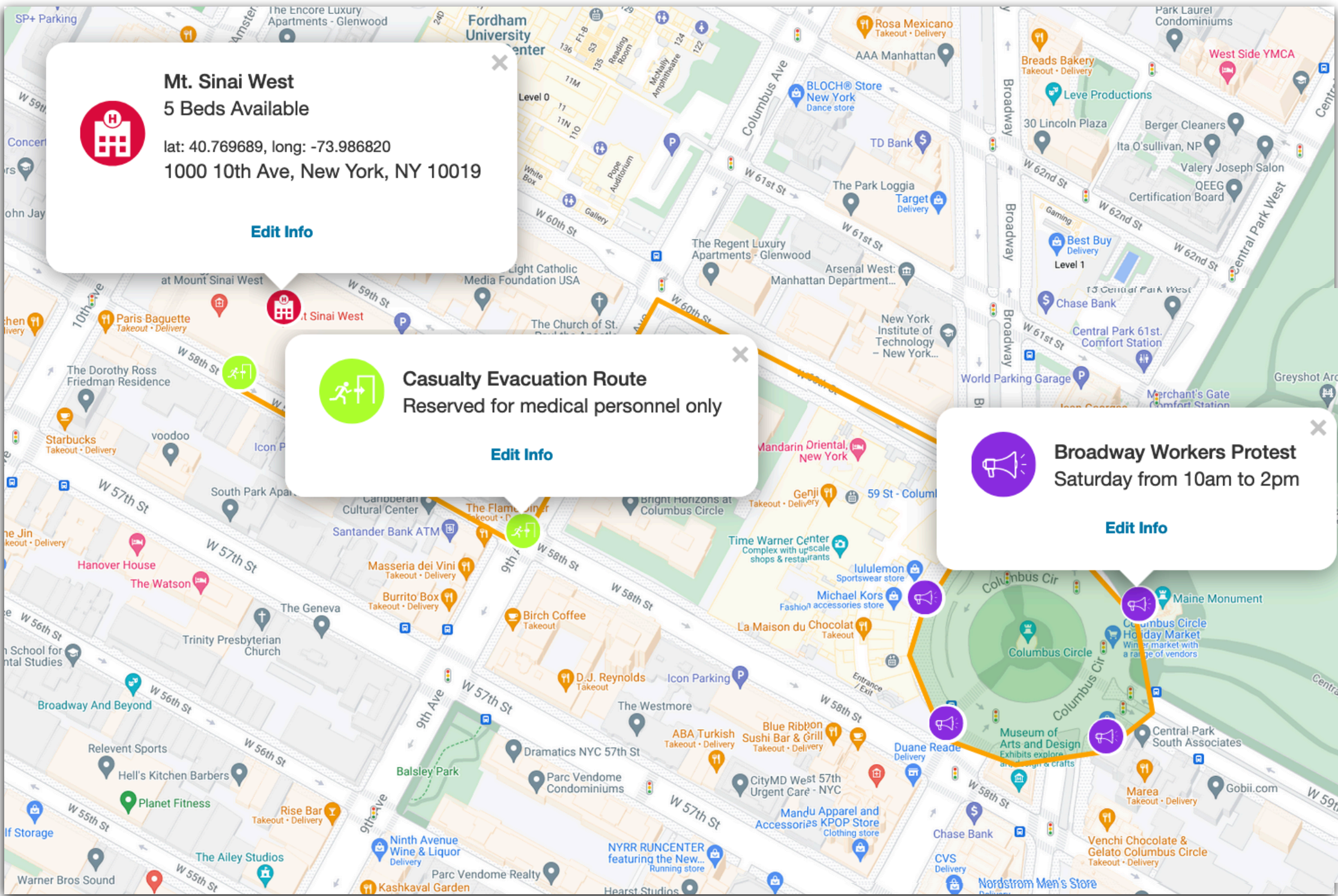
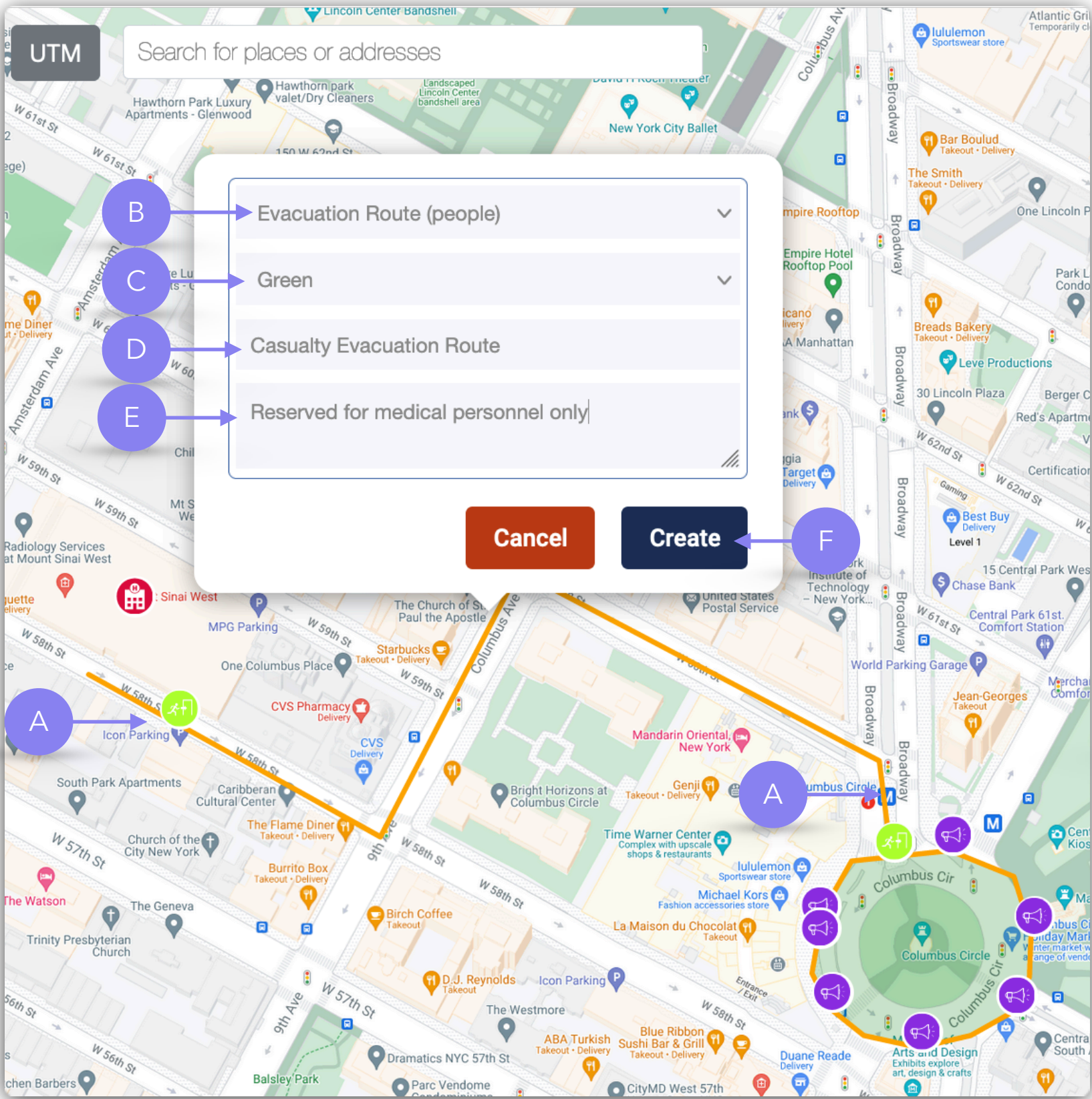
Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

7. Open the **Map Editing Toolbar** and click on the **Path** icon
- A. **Draw a Path** from Columbus Circle to Mt. Sinai West, ending the path in front of the W. 58th St. Emergency Department entrance
  - B. Click on the **“Select a type”** field and select **“Evacuation Route”**
  - C. Select the color **Green**
  - D. Enter **“Casualty Evacuation Route”** in the **Label** section
  - E. Enter **“Reserved for medical personnel only”** in the **Comments** section
  - F. Click **Create**

Check your work — Does your map look like this?

- There is a red Hospital Icon for Mt. Sinai West
- There is a purple Zone around Columbus Circle
- There is a green Path from Columbus Circle to Mt. Sinai West







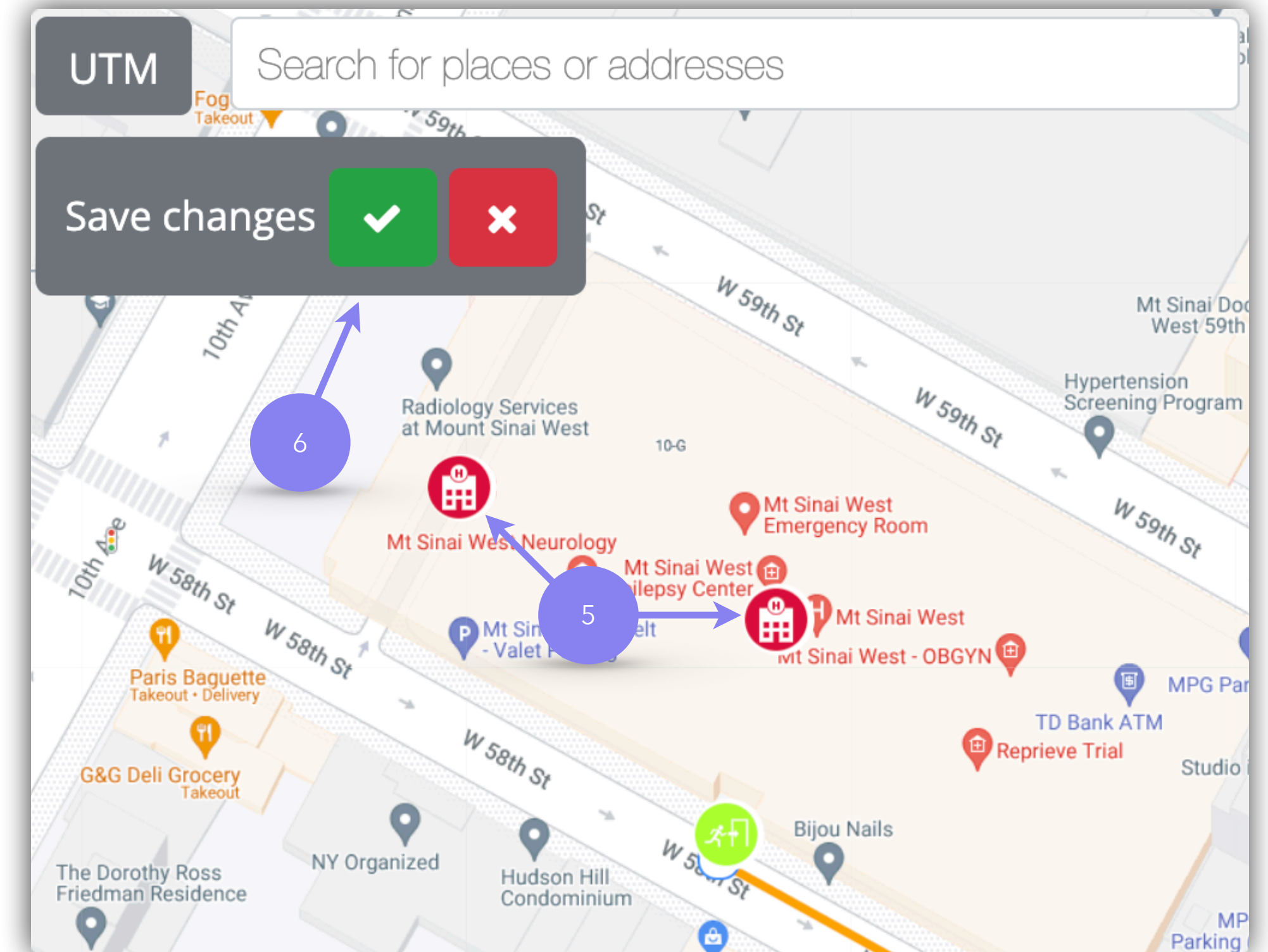
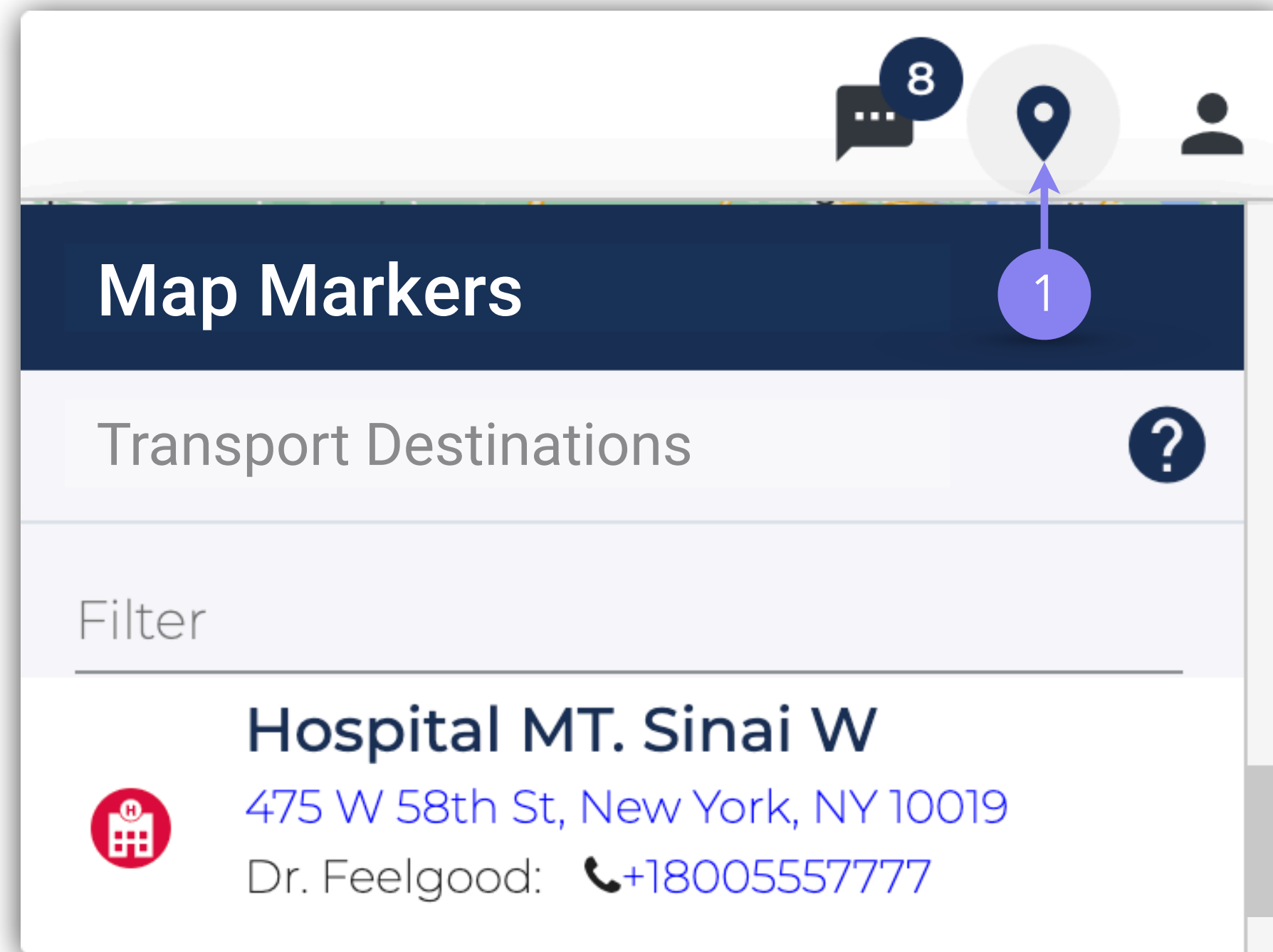
## Exercise 1.2: Edit and Delete Map Markers

Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

### Follow these steps:

1. From the Home Screen, open the [Map Markers List](#)
2. Find the [Mt Sinai West Medical Center marker](#) and click on the icon
3. Open the [Map Editing Toolbar](#)
4. Click on the [Edit Icon](#)
5. **Drag the [Hospital Icon](#) to a new location**
6. Click [Save Changes](#) and Refresh the Map







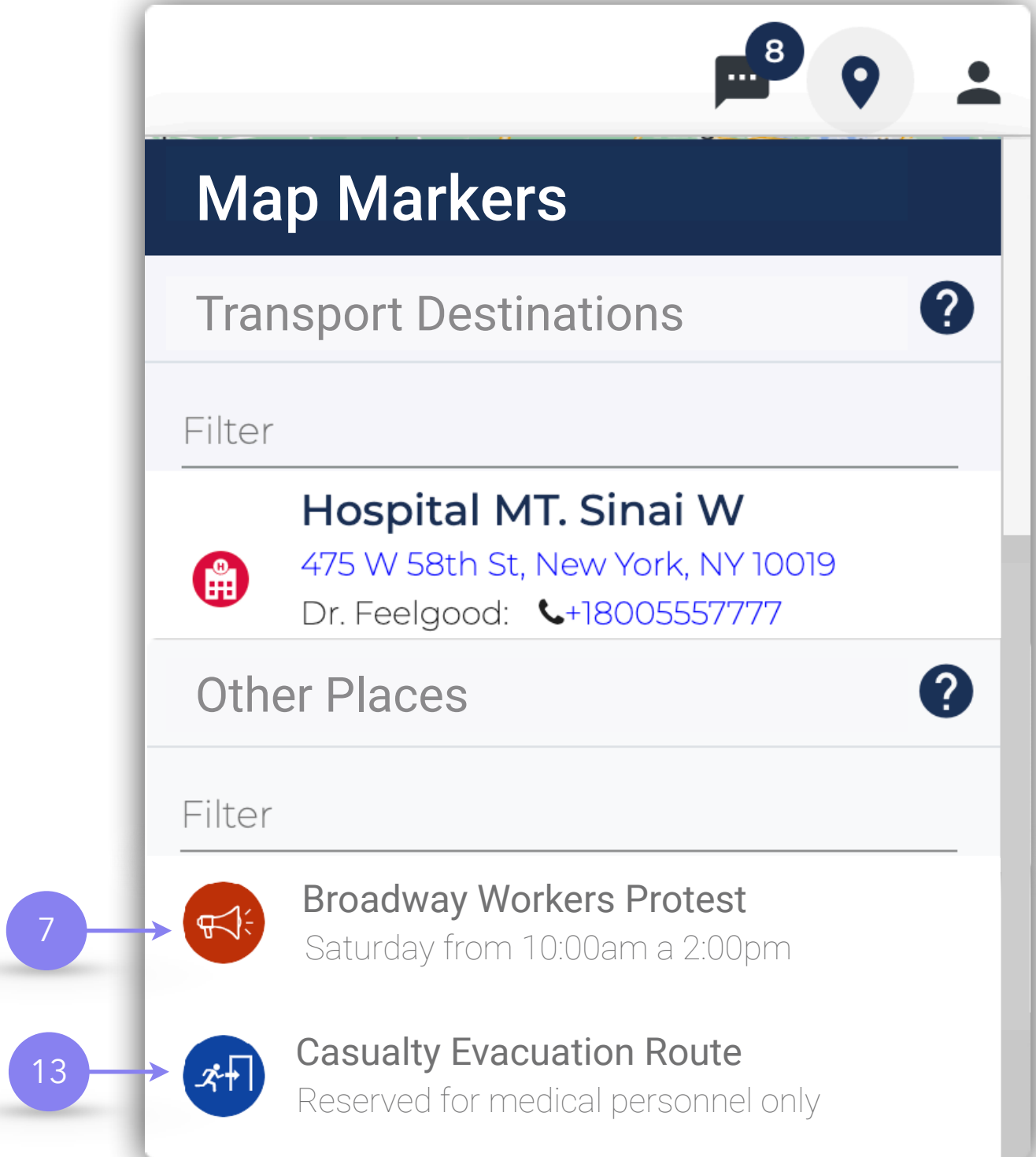
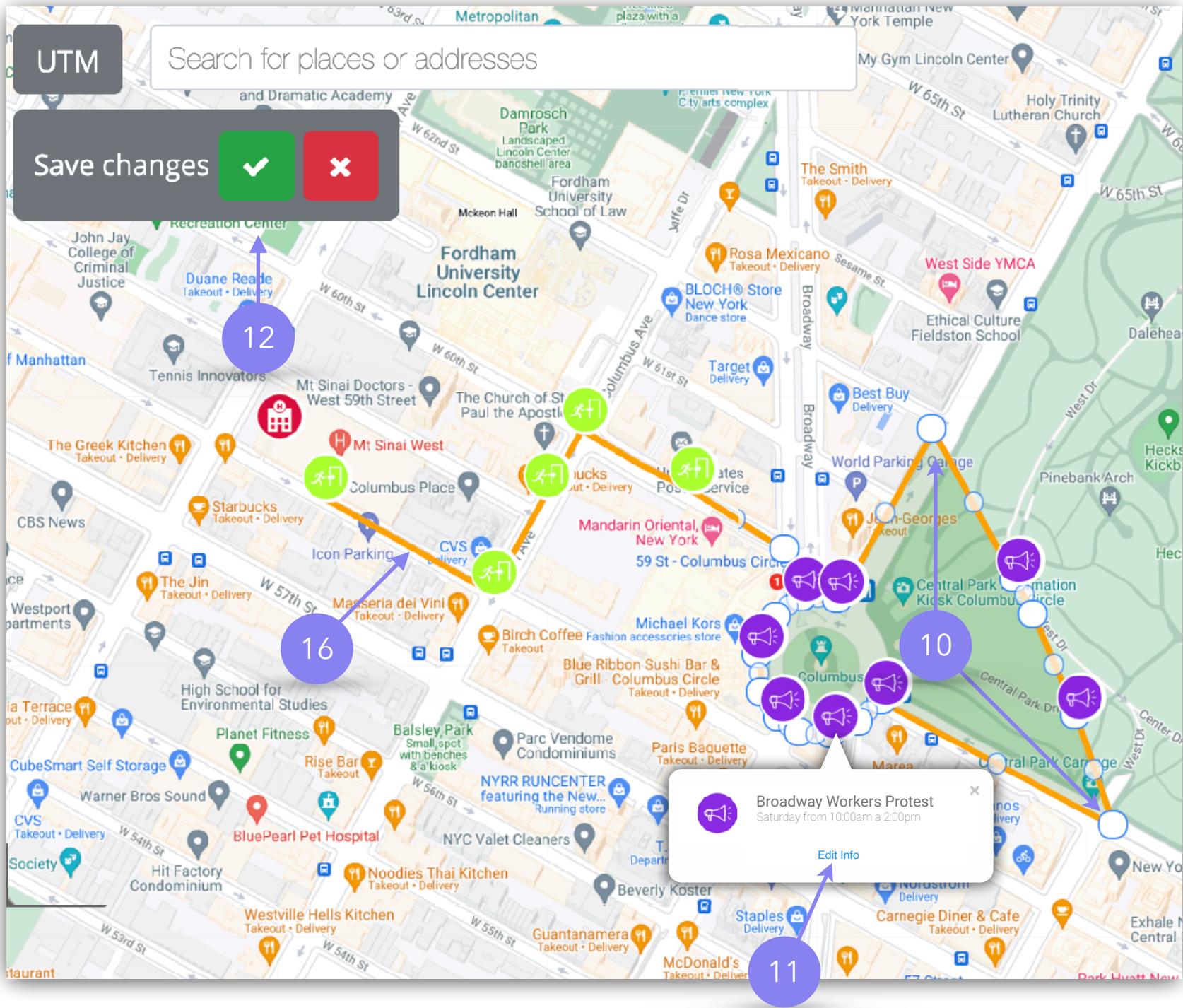
# Exercise 1.2: Edit and Delete Map Markers

Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

- 7. Return to the **Map Markers List** and click on the Zone labeled “Broadway Workers Protest”
- 8. Open the **Map Editing Toolbar**
- 9. Click on the **Edit Icon**
- 10. Drag the **Zone borders** to include the southwest corner of Central Park
- 11. Then click on the **Edit Info button** in the map marker card and update the **Comments** section to say “Protestors have overflowed into Central Park South and say they are not leaving until their demands are met.”
- 12. Click **Save Changes** and Refresh the Map

- 13. Return to the **Map Markers List** and click on the Path labeled “Casualty Evacuation Route”
- 14. Open the **Map Editing Toolbar**
- 15. Click on the **Trash Icon**
- 16. Click on the **Path line** to delete it from the map
- 17. Close the **Map Editing Toolbar** and Refresh the Map







## Exercise 1.3: Search for Incident Locations

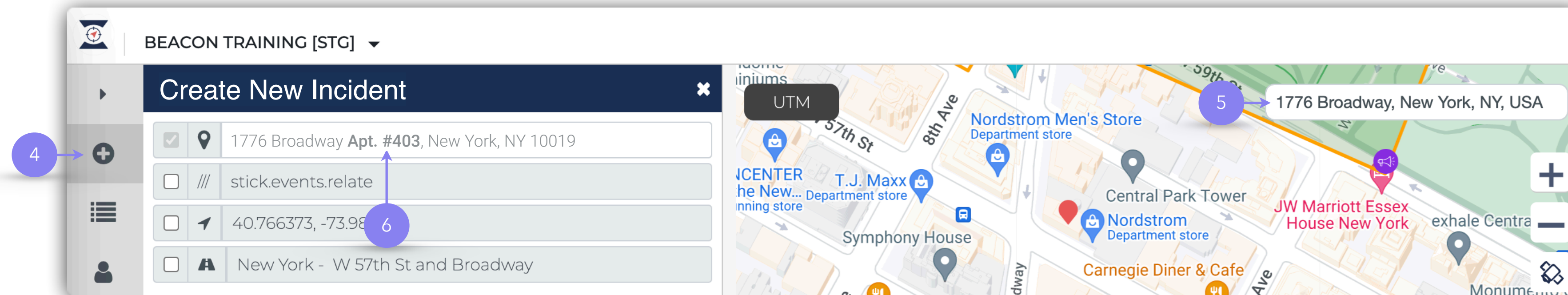
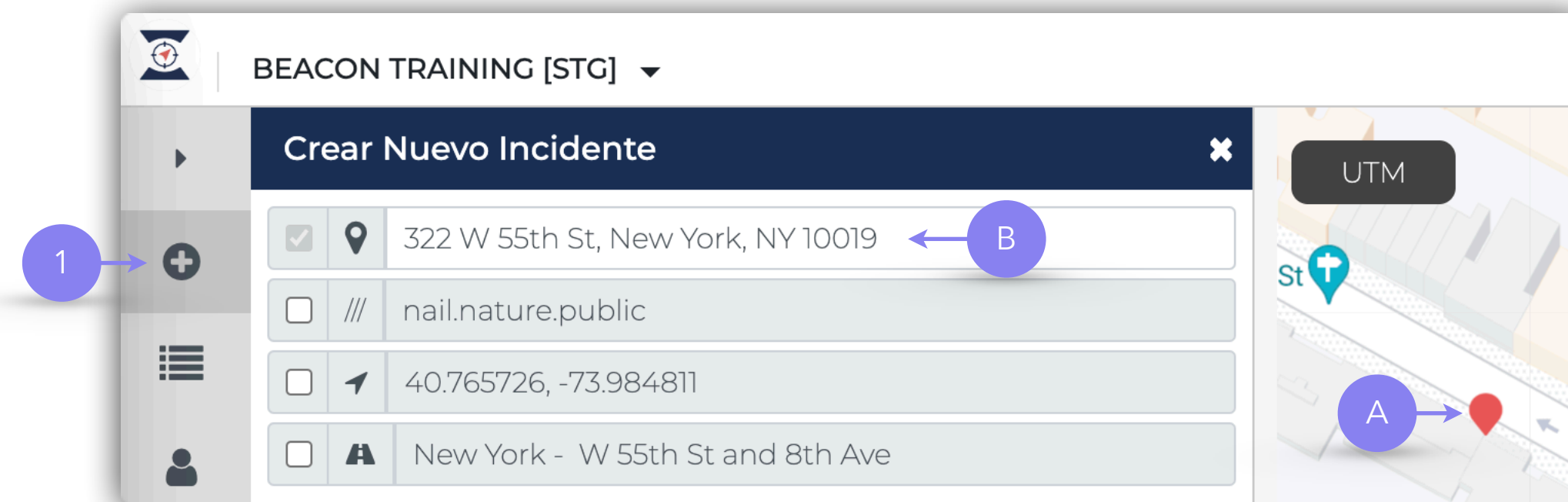
Exercise Group 1: Maps

Read more about Map Editing in the [Dispatcher Guide](#)

### Follow these steps:

1. From the Home Screen, open the **New Incident panel**
2. Click anywhere on the map
  - A. The **red Incident Marker** indicates the location of the incident you are about to create
  - B. A physical address is also auto-filled in the **Incident Address** field, based on the GPS coordinates of the marker's location
3. Close the **New Incident panel**
  - C. The red Incident Marker has disappeared. This is because the red Incident Marker only appears when you are indicating the location of a new incident

5. Open the **New Incident panel**
6. In the map's **Search Bar**, enter **1776 Broadway** and click on the search result
  - D. The red Incident Marker appears over the address and also auto-fills in the Incident Address field
7. In the **Incident Address field**, add **Apt. #403** after the street address
  - Any edits you make to the Incident Address field will be included in the Incident Alert, and without changing the placement of the Incident Map Marker



### Check your work – Does your Map and Incident Address field look like this?

- There is a red Incident Marker over 1776 Broadway
- The Incident Address field has been edited to include "Apt. #403"





## Exercise Group 2: Create Incident Alerts

For Dispatchers & Responders

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

### 2. Exercises: Create Incident Alerts

#### 2.1. [Broadcast Alerts – Responder Type: Patient Transport](#)

- Goal: Dispatchers will practice creating Broadcast Alerts; Responders will practice responding to incident alerts and patient transport messages

#### 2.2. [Broadcast Alerts – Responder Type: Response Only](#)

- Goal: Dispatchers will practice creating Broadcast Alerts; Responders will practice responding to incident alerts, excluding transport messages

#### 2.3. [Assign Responders – Responder Type: Patient Transport](#)

- Goal: Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, including patient transport messages

#### 2.4. [Assign Responders – Responder Type: Response Only](#)

- Goal: Dispatchers will practice assigning Responders manually; Responders will practice responding to messages after being assigned to an incident, excluding patient transport messages



## Exercise 2.1: Broadcast Alerts

Responder Type: *Patient Transport*

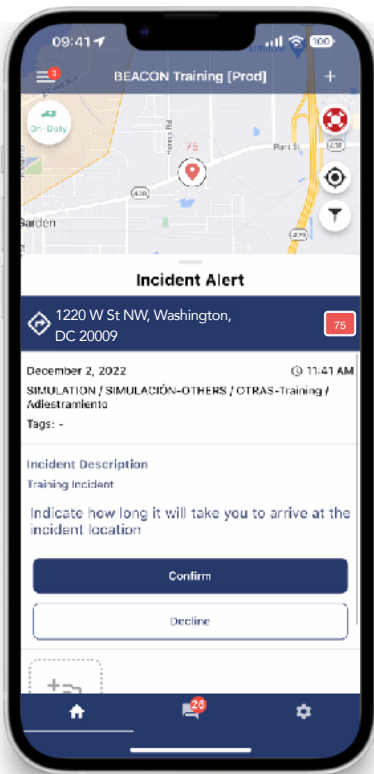
### Follow these steps:

1. Create a Responder with the *Responder Type: Patient Transport*
2. Go to the Responders Tab on the home page
3. Make sure the same responder is available (no other responders should be available)
4. Click on the Create New Incident panel
5. Indicate the incident location on the map
6. Enter an incident description (not shown)
7. Check the “Broadcast Alert” box
8. Create the Incident

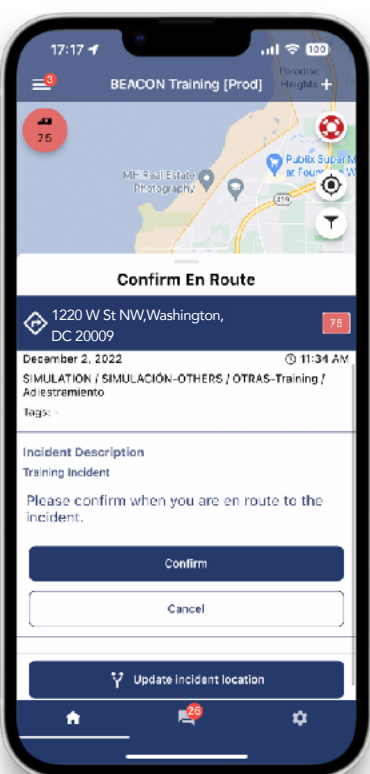
If you followed these directions exactly, your responder should expect to see this sequence of messages:

Mobile App

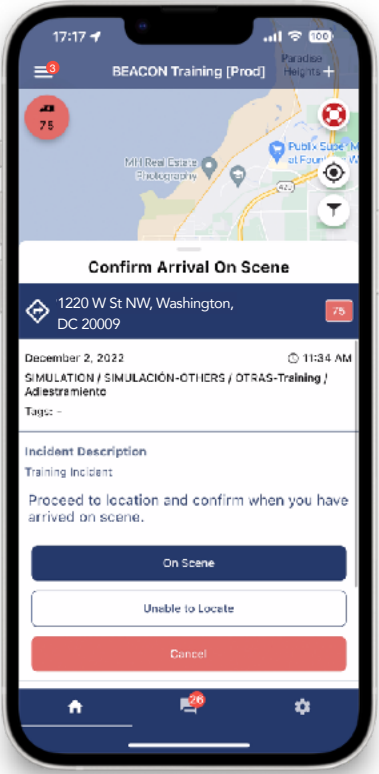
### Initial Alert



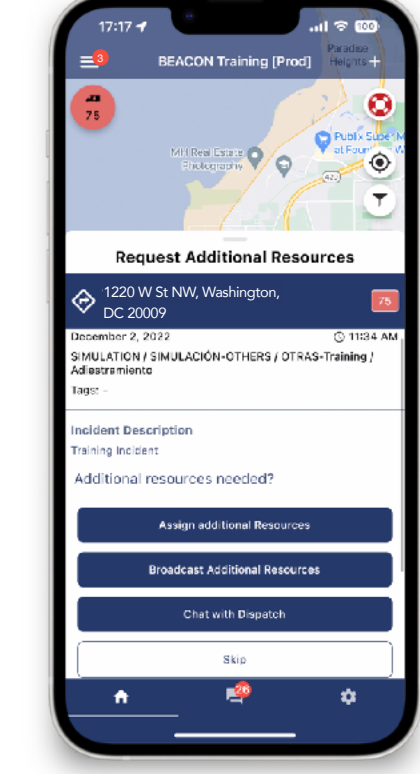
### Confirm En Route



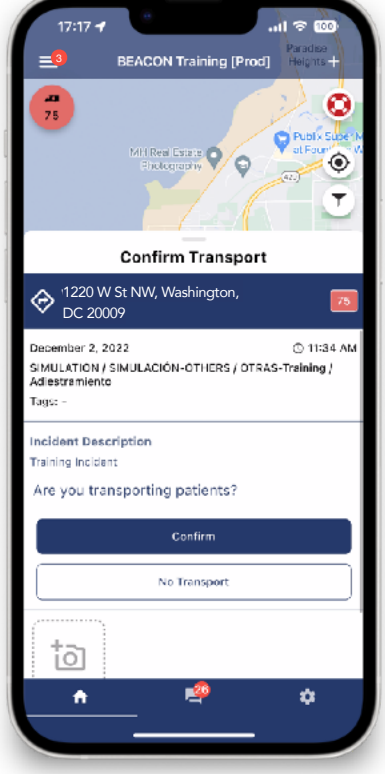
### Confirm On Scene



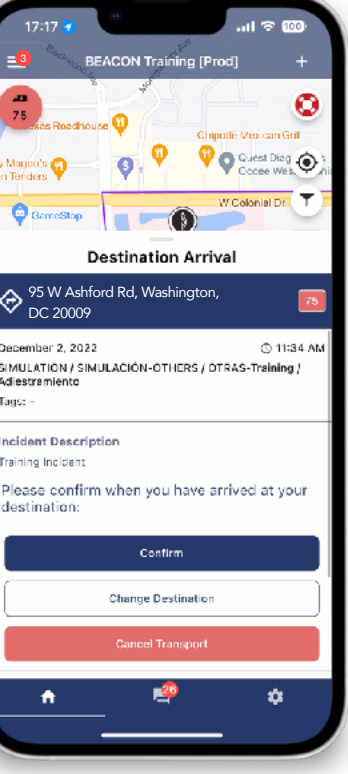
### Additional Resources\*



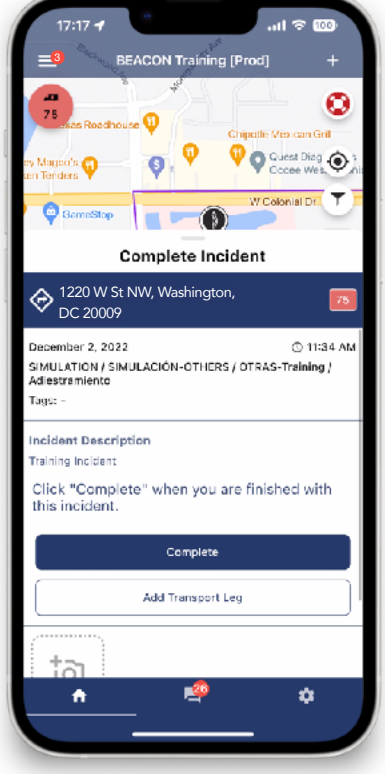
### Hospital Transport



### Hospital Arrival



### Complete Incident



SMS

ALERT \*\*\*  
ID: 75  
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training  
  
1220 W St NW, Washington, DC 20009  
  
Motor Vehicle Collision – Two injured  
  
Responding?:  
Yes: 25.Minutes

ID: 75  
Confirm En Route:  
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training  
  
Emergency-Trauma-Road Traffic Injury  
  
Motor Vehicle Collision – Two injured  
  
Are you en route?  
Yes: 1  
Cancel Response: 0

ID: 75  
Proceed to location:  
SIMULATION / SIMULACIÓN - OTHER / OTRAS - Training  
  
Emergency-Trauma-Road Traffic Injury  
  
Motor Vehicle Collision – Two injured  
  
Are you on scene?  
Yes: 1  
Unable to locate: 2  
Cancel Response: 0

Incoming Resources:  
Unit 12  
(Do not reply.)  
  
Additional resources needed?  
Count: #RESOURCES  
No: 0  
  
\*This message is **only** sent to **the first person to confirm on-scene**; all other responders will skip to the next message

Confirm Transport and ETA.  
  
Atrium Health: 1.Patients.ETA  
Distribution1: 2.Patients.ETA  
Distribution2: 3.Patients.ETA  
Huacas Clinic: 4.Patients.ETA  
McCall Center: 5.Patients.ETA  
St. Mary's Hospital: 6.Patients.ETA  
  
No Transport: 0

Confirm arrival at destination?  
  
Yes: 1  
Need Assistance: 2  
Report Delay: 3.Minutes  
Change Destination: 4  
Cancel: 0

Add Transport Leg: 1  
Complete Incident: 0





## Exercise 2.2: Broadcast Alerts

Responder Type: *Response Only*

### Follow these steps:

1. Create a Responder with the *Responder Type: Response Only*
2. Go to the Responders Tab on the home page
3. Make sure the same responder is available
4. Click on the Create New Incident panel
5. Indicate the incident location on the map
6. Enter an incident description (not shown)
7. Check the “Broadcast Alert” box
8. Create the Incident

If you followed these directions exactly, your responder should expect to see this sequence of messages:

Manage Responders

First Name 013	Last Name UNIT	Phone Number +1 8005557751	Email j.diazberrios14@gmail.com
Language English	Responder type Response Only	Transport Mode Car	Data Center BEACON TRAINING [ST...]

Responders		Manage	
	responder, 1	0	▼
	UNIT, 013	0	▼
	UNIT, 012	1	▼

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

Create New Incident

Place Map Marker to enter address  
Address

Incident Description

Caller Name

Caller Number

Class  
Select

Type  
Select

Incident Priority (Select One)  
Immediate Queued Scheduled

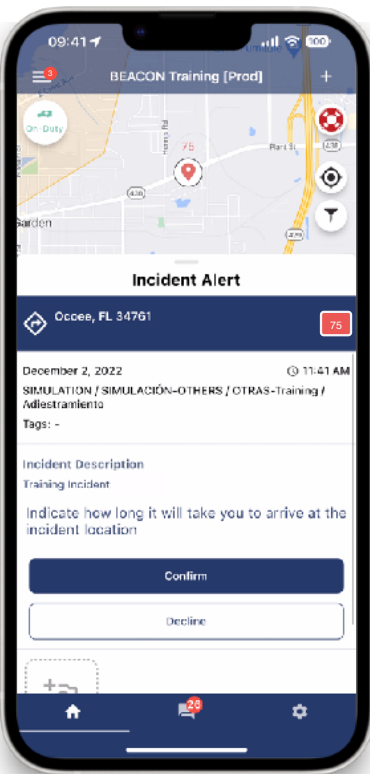
Dispatch Type (Select one)  
Broadcast Both

Max. # Assigned Responders  
4

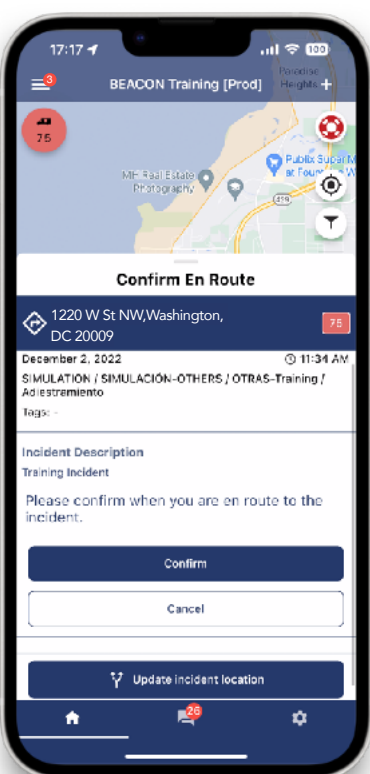
Select Tags

Create Cancel

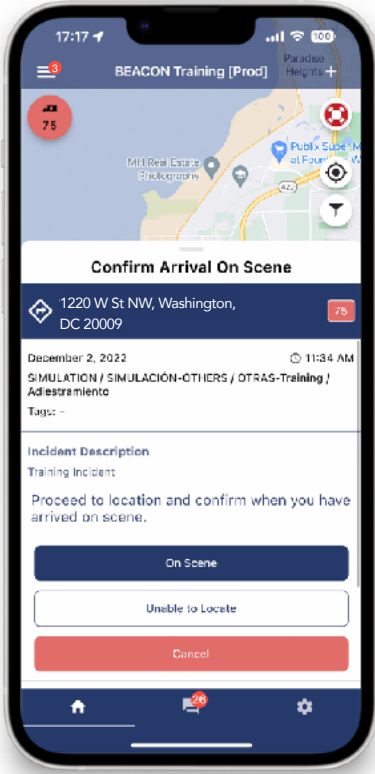
### Initial Alert



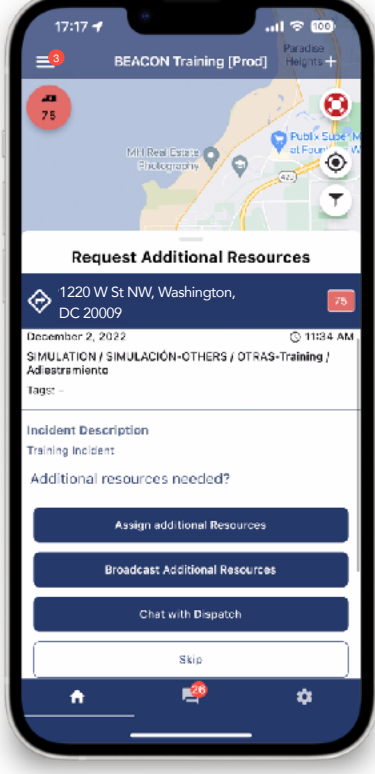
### Confirm En Route



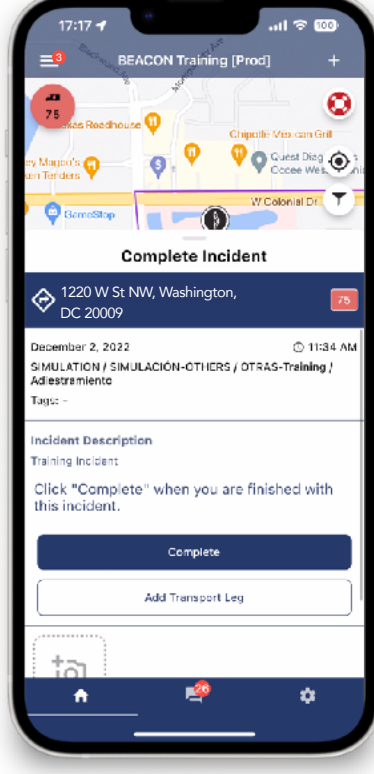
### Confirm On Scene



### Additional Resources\*



### Complete Incident



Mobile App

SMS

ALERT \*\*\*  
ID: 75  
Emergency-Trauma-Road Traffic Injury  
  
1220 W St NW, Washington, DC 20009  
  
Motor Vehicle Collision - Two injured  
  
Responding?:  
Yes: 25.Minutes

ID: 75  
Confirm En Route:  
1220 W St NW, Washington, DC 20009.  
  
Emergency-Trauma-Road Traffic Injury  
  
Motor Vehicle Collision - Two injured  
  
Are you en route?  
Yes: 1  
Cancel Response: 0

ID: 75  
Proceed to location:  
1220 W St NW, Washington, DC 20009.  
  
Emergency-Trauma-Road Traffic Injury  
  
Motor Vehicle Collision - Two injured  
  
Are you on scene?  
Yes: 1  
Unable to locate: 2  
Cancel Response: 0

Incoming Resources:  
Unit 12  
(Do not reply.)  
  
Additional resources needed?  
Count: #RESOURCES  
No: 0

\*This message is **only** sent to **the first person to confirm on-scene**; all other responders will skip to the next message

Add Transport Leg: 1  
Complete Incident: 0



## Exercise 2.3: Assign Responders

Responder Type: *Transports Patients*

### Follow these steps:

1. Create a Responder with the *Responder Type: Patient Transport*
2. Go to the Responders Tab on the home page
3. Make sure the same responder is available
4. Open the Create New Incident panel
5. Select the Incident Location on the map
6. Enter an Incident Description
7. Click the “*Assign*” button
8. Select the same responder from Step #3 in the Assign Responders dropdown (Not shown in image)
9. Create the incident

If you followed these directions exactly, your responder should expect to see this sequence of messages:

Manage Responders

First Name C13	Last Name* UNIT	Phone Number* 8005557751	Email* j.diazcerrios14@gmail.com
Language* English	Responder Type* Transports Patients	Transport Mode* Ambulance	Date Center BEACON TRAINING [ST...]

Responders

responder, 1	0
UNIT, 013	0
UNIT, 012	1

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

Create New Incident

Place Map Marker to enter address

Incident Description

Caller Name

Class

Dispatch Type (Select one)

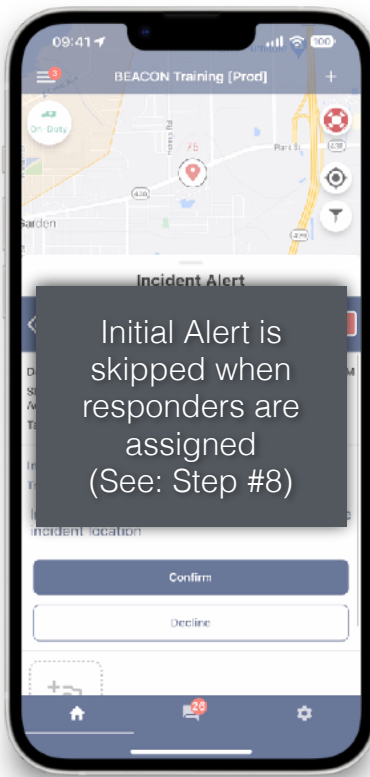
Max. # Assigned Responders

Select Tags

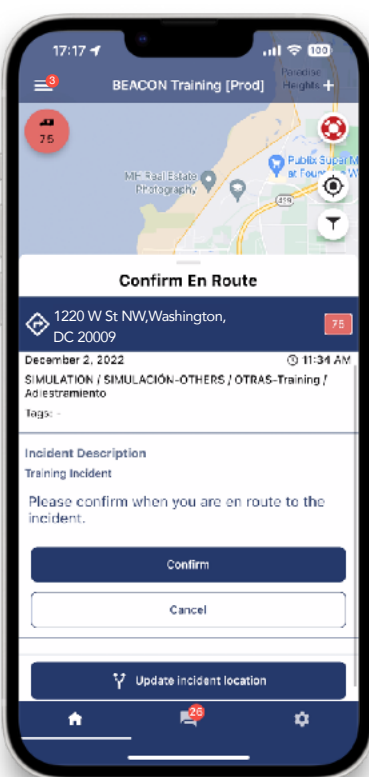
Create Cancel

Mobile App

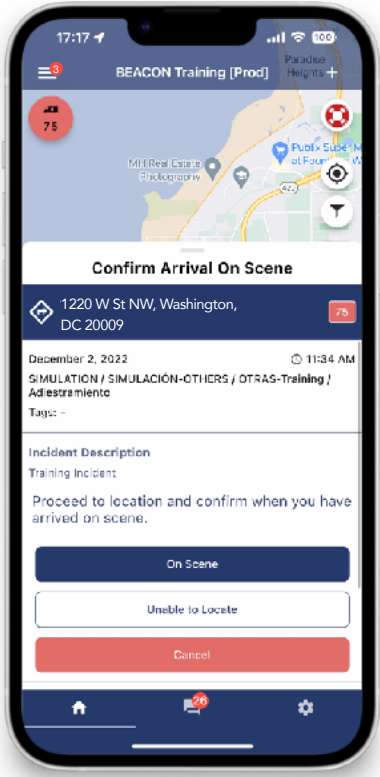
### Initial Alert



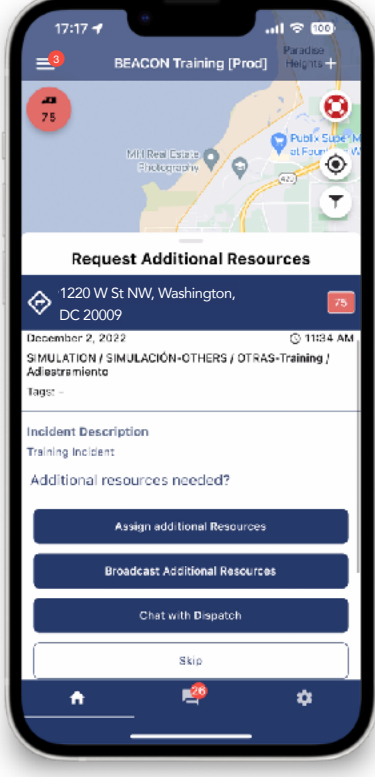
### Confirm En Route



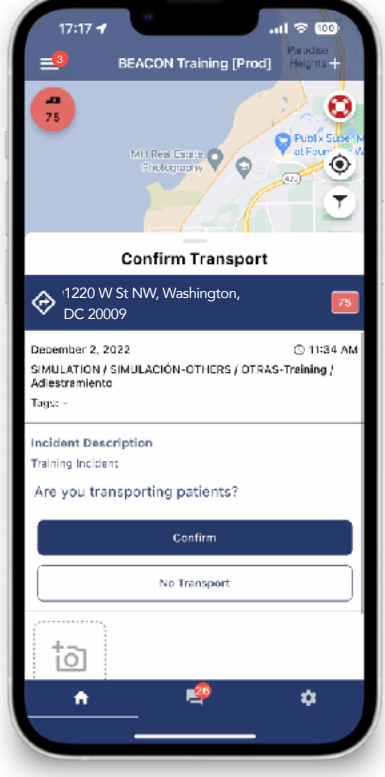
### Confirm On Scene



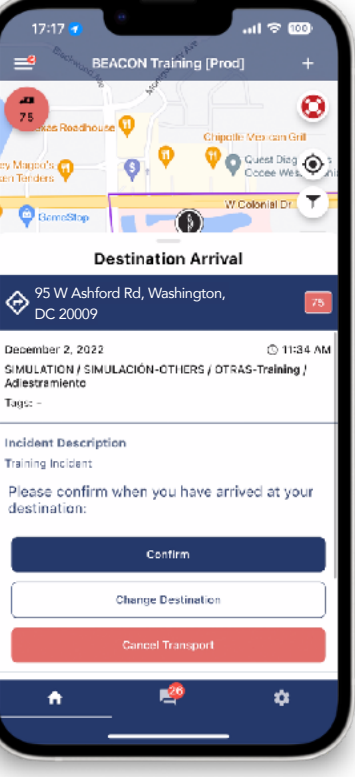
### Additional Resources\*



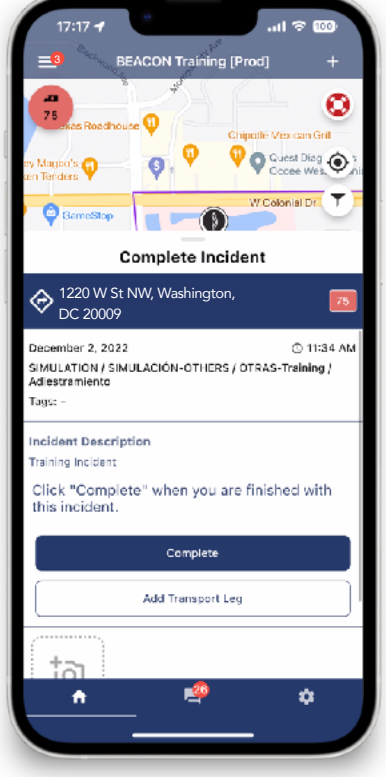
### Hospital Transport



### Hospital Arrival



### Complete Incident



SMS

ALERT \*\*\*  
ID: 75  
Emergency-Trauma-Road Traffic Injury  
1220 W St NW, Washington, DC 20009  
Motor Vehicle Collision - Two injured  
Responding?:  
Yes: 25.Minutes

ID: 75  
Confirm En Route:  
1220 W St NW, Washington, DC 20009.  
Emergency-Trauma-Road Traffic Injury  
Motor Vehicle Collision - Two injured  
Are you en route?  
Yes: 1  
Cancel Response: 0

ID: 75  
Proceed to location:  
1220 W St NW, Washington, DC 20009.  
Emergency-Trauma-Road Traffic Injury  
Motor Vehicle Collision - Two injured  
Are you on scene?  
Yes: 1  
Unable to locate: 2  
Cancel Response: 0

Incoming Resources:  
Unit 12  
(Do not reply.)  
Additional resources needed?  
Count: #RESOURCES  
No: 0  
\*This message is **only** sent to **the first person to confirm on-scene**; all other responders will skip to the next message

Confirm Transport and ETA.  
Atrium Health: 1.Patients.ETA  
Distribution1: 2.Patients.ETA  
Distribution2: 3.Patients.ETA  
Huacas Clinic: 4.Patients.ETA  
McCall Center: 5.Patients.ETA  
St. Mary's Hospital: 6.Patients.ETA  
No Transport: 0

Confirm arrival at destination?  
Yes: 1  
Need Assistance: 2  
Report Delay: 3.Minutes  
Change Destination: 4  
Cancel: 0

Add Transport Leg: 1  
Complete Incident: 0





## Exercise 2.4: Assign Responders

Responder Type: *Response Only*

Read more about Creating Incident Alerts in the [Dispatcher Guide](#)

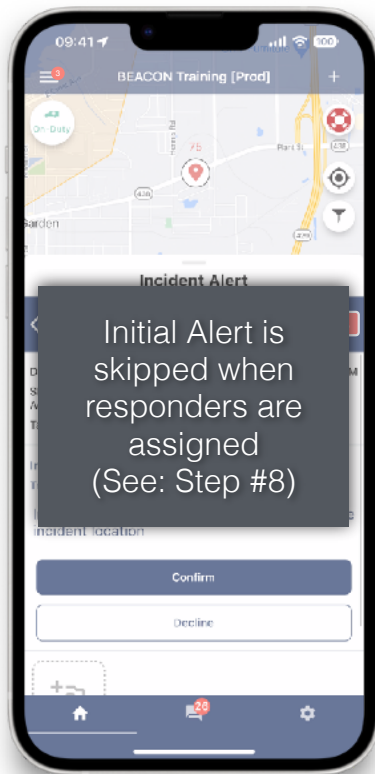
### Follow these steps:

1. Create a Responder with the *Responder Type: Response Only*
2. Go to the Responders Tab on the home page
3. Make sure the same responder is available
4. Open the New Incident Panel
5. Select the incident location on the map
6. Enter an Incident Description
7. Select the *Assign* button
8. Select the same responder from Step #3 in the Assign Responders dropdown (Not shown in image)
9. Create the incident

If you followed these directions exactly, your responder should expect to see this sequence of messages:

Mobile App

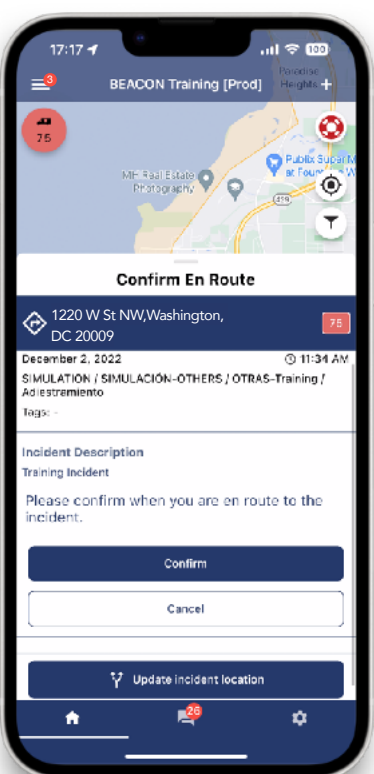
### Initial Alert



SMS

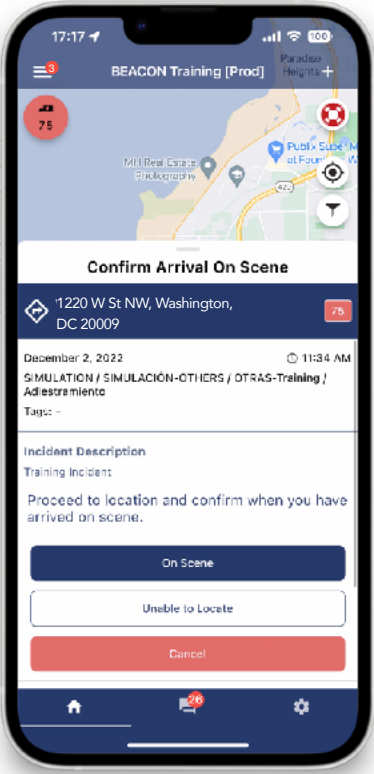
ALERT \*\*\*  
ID: 75  
Emergency-Trauma-Road Traffic Injury  
1220 W St NW, Washington, DC 20009  
Motor Vehicle Collision - Two injured  
Responding?:  
Yes: 25.Minutes

### Confirm En Route



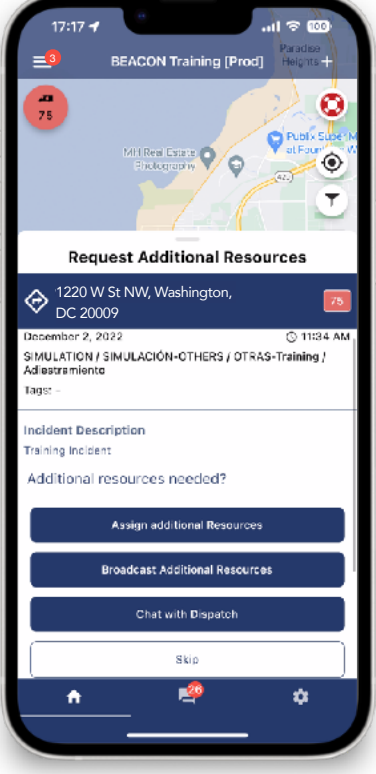
ID: 25  
Confirm En Route:  
1220 W St NW, Washington, DC 20009.  
Emergency-Trauma-Road Traffic Injury  
Motor Vehicle Collision - Two injured  
Are you en route?  
Yes: 1  
Cancel Response: 0

### Confirm On Scene



ID: 75  
Proceed to location:  
1220 W St NW, Washington, DC 20009.  
Emergency-Trauma-Road Traffic Injury  
Motor Vehicle Collision - Two injured  
Are you on scene?  
Yes: 1  
Unable to locate: 2  
Cancel Response: 0

### Additional Resources\*

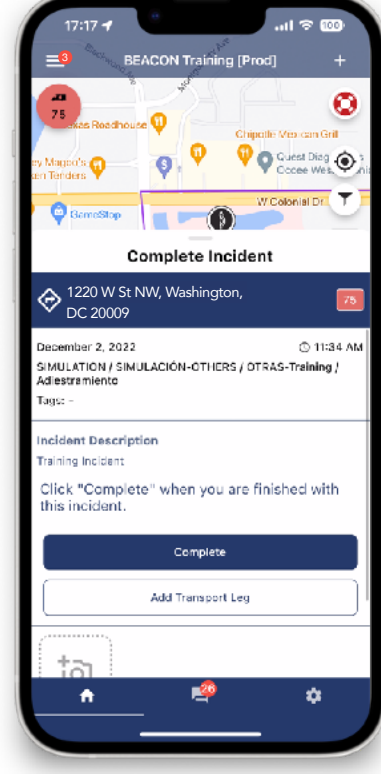


Incoming Resources:  
Unit 12  
(Do not reply.)

Additional resources needed?  
Count: #RESOURCES  
No: 0

\*This message is **only** sent to **the first person to confirm on-scene**; all other responders will skip to the next message

### Complete Incident



Add Transport Leg: 1  
Complete Incident: 0



## Exercise Group 3: Manage an Active Incident

For Dispatchers; Responders optional

Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)

Read more about *Responding to Incidents* in [Responder Guide](#)

### 3. Exercises: Manage An Active Incident

#### 3.1. [Create an Incident](#)

- Goal: Dispatchers will practice editing Incident Locations, providing additional information in the Incident Description, assigning one responder while broadcasting an alert to others

#### 3.2. [Update the Incident Location](#)

- Goal: Dispatchers will practice communicating with Responders when they are unable to locate the incident and then updating the incident location after getting more information

#### 3.3. [Assign Additional Resources](#)

- Goal: Dispatchers will practice communicating with Responders when additional resources are requested through the Incident Chat group

#### 3.4. [Update a Responder's state](#)

- Goal: Dispatchers will practice updating a Responder's state when the Responder forgets to do it themselves





# Exercise 3.1: Create an Active Incident

Exercise Group 3: Manage an Active Incident

To complete this exercise, you will need three responders logged in and available (shown below). For the purposes of this scenario, one should be an ambulance; tags are optional.

Responders

Manage

	R-01, UNIT	 2				
	R-03, UNIDAD	 2				
	UNIT, 013	 0				

To create an active incident, [Dispatcher1](#) follows these steps:

1. In the map's Search Bar, enter the location "Queensboro Bridge" and click on the search result
2. Click the Create New Incident button to open the New Incident panel
3. Click on the map to place a red Incident Marker next to the black map marker
  - A. The Incident Address field should auto-fill with "Ed Koch Queensboro Bridge"
4. Edit the Incident Address to delete "Ed Koch" and then add "Brooklyn-bound" after "Queensboro Bridge"
5. In the Incident Description, add, "50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on-scene requesting EMS and one mental health crisis counselor, if available"
  - A. There is a reason we are asking you to write this
6. Enter the following info in the next fields:
  - A. Caller Name: "Police"
  - B. Caller Number: '800-555-5555"
7. Select Incident Labels:
  - A. Class: [Emergency](#)
  - B. Category: [Medical](#)
  - C. Type: [Suicide Attempt](#)
8. Under Dispatch Type, select [Assign](#)
9. Click on the "Select Responders" button
  - A. Select one of your Available Responders (preferably the ambulance)
  - B. Close the window and confirm that the selected Responder appears on the New Incident panel
10. Click [Create](#)

1

Queensboro Bridge

2

+

4

Queensboro Bridge Brooklyn-bound, New York, NY 10044

cats.tools.fame

40.756724, -73.95422

New York - Ed Koch Queensboro Brg and East Rd

Incident Description

50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on-scene requesting EMS and one mental health crisis counselor, if available

5

Caller Name

Police

6

Caller Number

8005555555

7

Class

EMERGENCY

Edit

Category

Medical

Type

Suicide Attempt

Incident Priority (Select One)

Immediate

Queued

Scheduled

Dispatch Type (Select one)

Broadcast

Assign

Both

8

9

Select Responders

013 UNIT

10

Create

Cancel





## Exercise 3.2: Update the Incident Location

Exercise Group 3: Manage an Active Incident

Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)

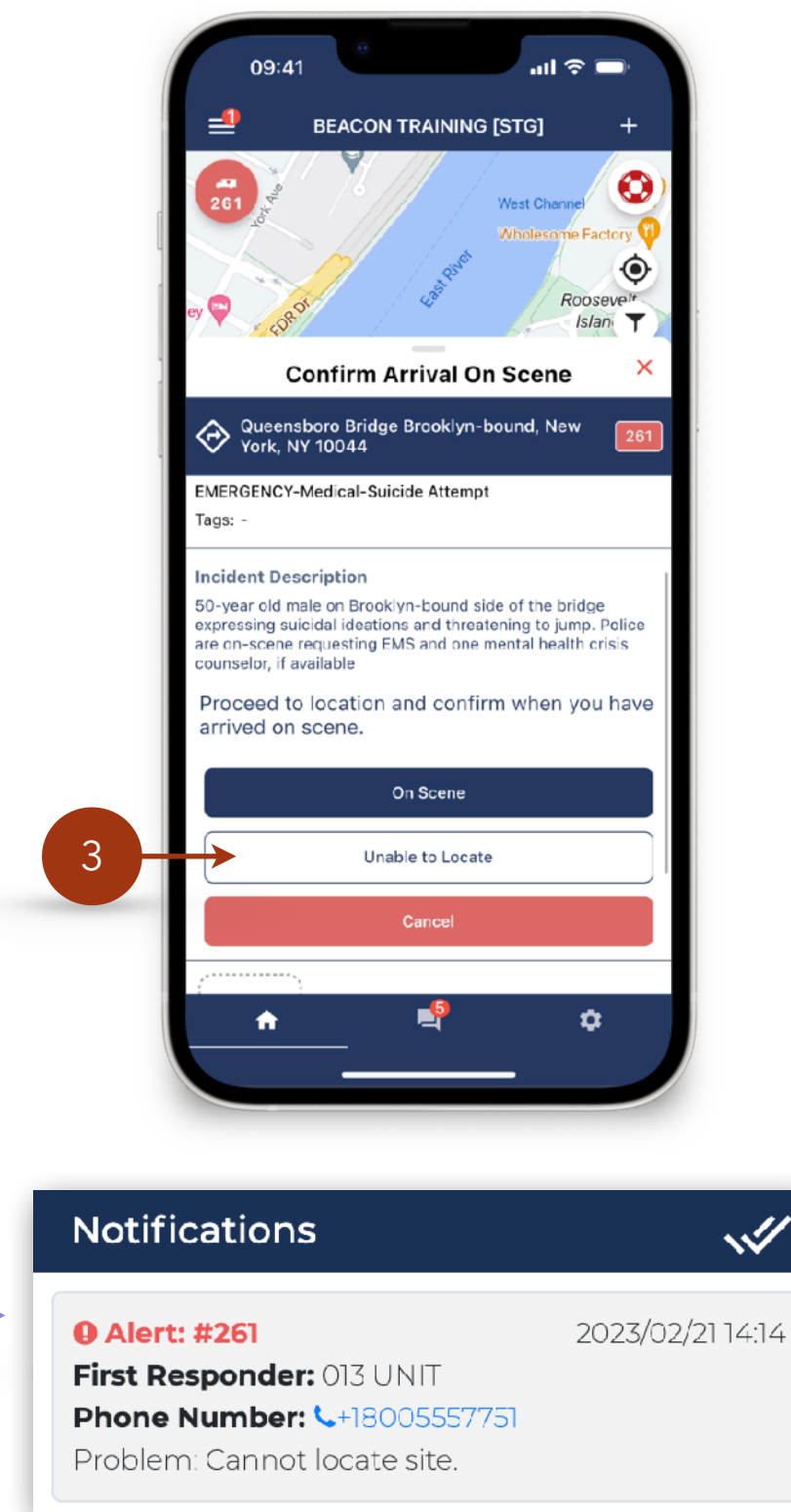
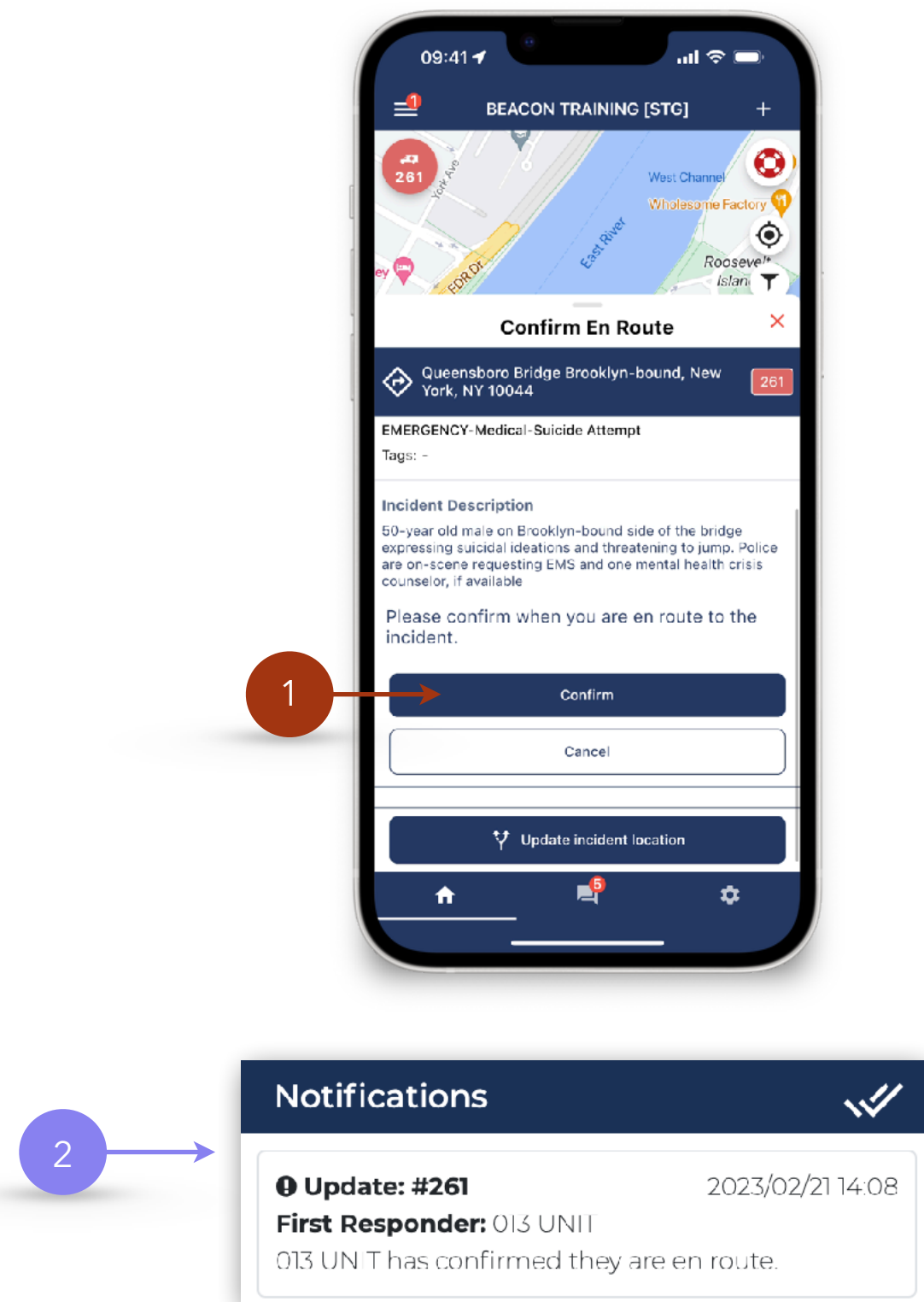
Read more about *Responding to Incidents* in [Responder Guide](#)

*This exercise follows [3.1: Create an Active Incident](#). It requires at least one Responder using the mobile app.*

Once a new active incident has been created, follow these steps:

1. **Responder1**: Using the mobile app\*, confirm that Responder1 is en route
2. **Dispatcher1**: Click on the Desktop Notifications to see that Responder1 has confirmed they are en route
  - A. Read the Notifications and then click "Mark All As Read"

3. **Responder1**: Select Unable to Locate in the Mobile App
4. **Dispatcher1**: Click on the Desktop Notifications to see that Responder1 cannot find the incident location







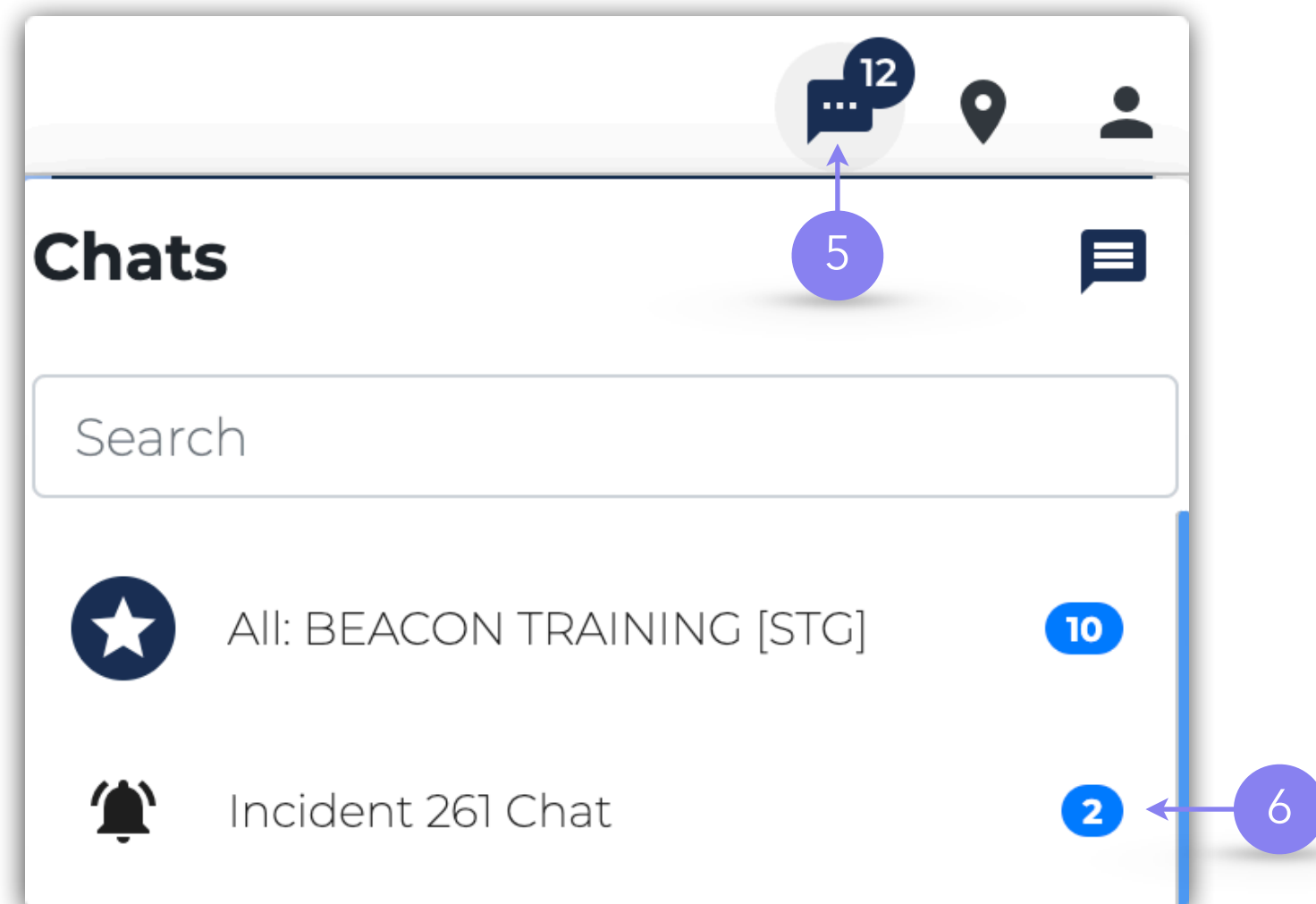
## Exercise 3.2: Update the Incident Location

Exercise Group 3: Manage an Active Incident

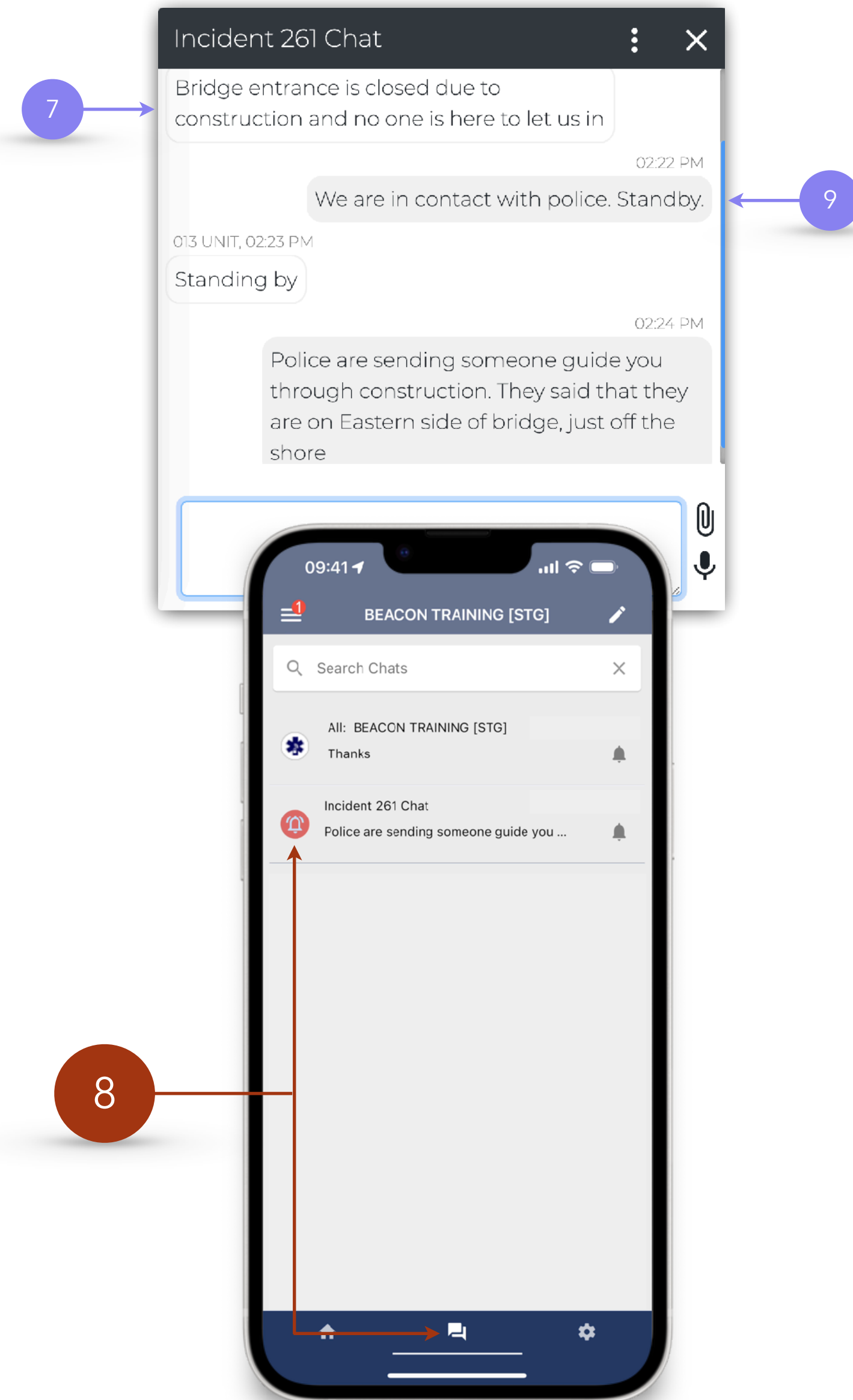
*This exercise follows [3.1: Create an Active Incident](#). It requires at least one Responder using the mobile app.*

Once a new active incident has been created, follow these steps:

5. **Dispatcher1:** Click on the Chat icon to display the Chat groups
6. **Dispatcher1:** Click on the Incident Chat group to display the chat window
7. **Dispatcher1:** Send a message through the Incident Chat to Responder1, asking, "What seems to be the problem?"
8. **Responder1:** Send a chat message to Dispatcher1 through the Incident Chat that "the bridge entrance is closed due to construction and no one is there to let us in"
9. **Dispatcher1:** Reply through the Incident Chat to Responder1 saying, "We are in contact with police. Standby."



Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)  
Read more about *Responding to Incidents* in [Responder Guide](#)







## Exercise 3.2: Update the Incident Location

Exercise Group 3: Manage an Active Incident

Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)

Read more about *Responding to Incidents* in [Responder Guide](#)

*This exercise follows [3.1: Create an Active Incident](#). It requires at least one Responder using the mobile app.*

Once a new active incident has been created, follow these steps:

10. [Dispatcher1](#): Click on the Incident Info Card to display the Incident Summary
11. [Dispatcher1](#): Click on the Update button next to the Incident Address
12. [Dispatcher1](#): Zoom the map to the eastern edge of the Queensboro Bridge and click on the southern side of the bridge to reposition the map marker
13. [Dispatcher1](#): The Incident Address will auto-update; edit the Incident Address to say “[Eastern end of Brooklyn-bound Queensboro Bridge](#)”
14. [Dispatcher1](#): Click Confirm to save your changes
15. [Dispatcher1](#): Send a message to Responder1 through the Incident Chat saying, “[Police are sending someone guide you through construction. They said that they are on Eastern side of bridge, just off the shore](#)”
16. [Responder1](#): Using the mobile app, reply through the Incident Chat that the updated incident location has been received
17. [Responder1](#): Using the mobile app, confirm arrival on scene

261 1 Assigned 0 Completed

**Queensboro Bridge Brooklyn-bound, New York, NY 10044** Update

2023/02/21 14:01:12  
Created By: Josué Díaz-Berrios

**Caller Name:** Police  
**Description:** 50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on-scene requesting EMS and one mental health crisis counselor, if available  
**Caller Number:** 8005555555  
EMERGENCY | Medical | Suicide Attempt

**Tags**  
--

**Responders**  
UNIT, 013 261

Responders Close Incident

261 1 Assigned 0 Completed

**Eastern end of Brooklyn-bound Queens** Confirm

2023/02/21 14:01:12  
Created By: Josué Díaz-Berrios

**Caller Name:** Police  
**Description:** 50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on-scene requesting EMS and one mental health crisis counselor, if available  
**Caller Number:** 8005555555  
EMERGENCY | Medical | Suicide Attempt

**Tags**  
--

**Responders**  
UNIT, 013 261

Responders Close Incident

09:41

BEACON TRAINING [STG]

**Confirm Arrival On Scene**

Eastern end of Brooklyn-bound Queensboro Bridge, New York, NY 10044

EMERGENCY-Medical-Suicide Attempt  
Tags: -

**Incident Description**  
50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on-scene requesting EMS and one mental health crisis counselor, if available

Proceed to location and confirm when you have arrived on scene.

On Scene  
Unable to Locate  
Cancel

### Check your work – Did you complete these tasks?

- The Responder confirmed en route
- The Dispatcher read the Desktop Notifications when received and then marked as read
- The Responder informed the Dispatcher they could not find the Incident Location
- The Dispatcher and Responder communicated through the Incident Chat Group
- The Dispatcher updated the Incident Location
- The Responder confirmed arrival on scene

If so, proceed to [Exercise 3.3: Assign Additional Resources](#)





## Exercise 3.3: Assign Additional Resources

Exercise Group 3: Manage an Active Incident

*This exercise follows [3.2: Update the Incident Location](#). It requires at least one Responder using the mobile app.*

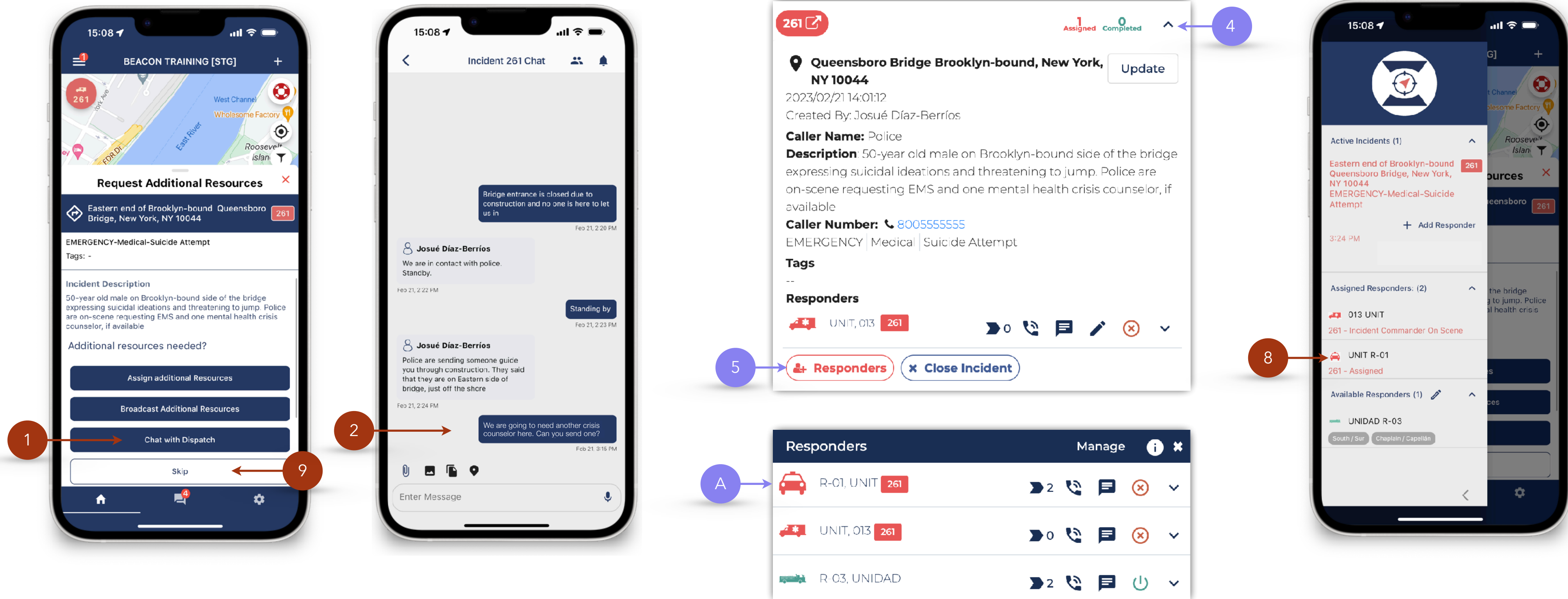
**After Responder1 has confirmed that they are on-scene, follow these steps:**

1. **Responder1:** On the Request Additional Resources screen, click the **Chat with Dispatch** button
2. **Responder1:** Send a chat message to Dispatcher1 that says, "We are going to need another crisis counselor here. Can you send one?"

Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)

Read more about *Responding to Incidents* in [Responder Guide](#)

3. **Dispatcher1:** Reply to Responder1 through the Incident Chat that you are taking care of it
4. **Dispatcher1:** Click on the **Incident Info Card** to display the Incident Summary
5. **Dispatcher1:** Scroll to the bottom and click on the **Responders** button
6. **Dispatcher1:** From the menu that appears, choose another Responder ("Responder2") and click **Add**
  - A. Responder2 should now display on the Responder Panel as Assigned (colored red)
7. **Dispatcher1:** Send a chat message to the Responder that "An Additional Responder has been assigned to this incident. Check your app sidebar to confirm"
8. **Responder1:** Open the app's sidebar and confirm that an additional Responder has been assigned
9. **Responder1:** Return the Incident Messages and click "Skip" on the Additional Resources Request screen





# Exercise 3.4: Update a Responder's State

Exercise Group 3: Manage an Active Incident

Read more about *Monitoring Incidents* in the [Dispatcher Guide](#)  
Read more about *Responding to Incidents* in [Responder Guide](#)

This exercise follows [3.3: Assign Additional Resources](#).

After Responder2 has been assigned to the scene, follow these steps:

- 1. **Responder1:** Send a message through the Incident Chat to the Dispatcher1 that says “Responder2 has arrived on scene, but forgot to confirm it through the app and they are now with the patient”
- 2. **Dispatcher1:** Click on the Incident ID Number to display the Incident Details page

- 3. **Dispatcher1:** Scroll down until you see Responder2 (shown here as “Rapid Response”)
- 4. **Dispatcher1:** In the Simulate Message field next to Responder2’s name, enter 1 and click Send
  - A. Your message will appear next in the sequence
- 5. **Dispatcher1:** On the Home Screen, Responder2’s state should now say On Scene

Incidents

View Completed Incidents

Filter By Priority Type

Immediate

Queued

Scheduled

261

2

Assigned

0

Completed

Eastern end of Brooklyn-bound Queensboro Bridge, New York, NY 10044

Update

2023/02/21 14:01:12

Created By: Josué Díaz Berrios

Caller Name: Police

Description: 50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on scene requesting EMS and one mental health crisis counselor, if available

Caller Number: 8005555555

EMERGENCY | Medical | Suicide Attempt

Tags

Responders

R-01, UNIT 261

2

UNIT, 013 261

0

Responders

Close Incident

UNIT R-01

Simulate message

1

Send

2023/02/21 15:27:54

ALERTA DE EMERGENCIA\*\*

ID: 261

Confirme en ruta:

Eastern end of Brooklyn-bound Queensboro Bridge, New York, NY 10044.

EMERGENCY-Medical-Suicide Attempt.

50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on scene requesting EMS and one mental health crisis counselor, if available

Está usted en ruta?

Si: 1

Terminar la respuesta: 0

2023/02/21 15:36:48

1

2023/02/21 15:36:48

ID: 261

Proceda al sitio:

Eastern end of Brooklyn-bound Queensboro Bridge, New York, NY 10044.

EMERGENCY-Medical-Suicide Attempt.

50-year old male on Brooklyn-bound side of the bridge expressing suicidal ideations and threatening to jump. Police are on scene requesting EMS and one mental health crisis counselor, if available

Confirme su llegada al sitio:

Si: 1

Si no se puede ubicar el paciente: 2

Terminar la respuesta: 0

2023/02/21 15:37:00

1

2023/02/21 15:37:00

Quando el incidente termine y este listo/a tener otras alertas, mande 0 a Beacon.

Responders

Manage

R-01, UNIT 261

2

Incident #261 - On Scene

5

Chaplain / Capellán

South / Sur